



BCM RIs 6.0

***ip*View SoftBoard**

Task Based Guide

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ipView Softboard

Overview

Avaya's **ipView** Software WallBoard is often referred to as the **ipView SoftBoard**.

The **ipView SoftBoard** is a Windows® software application that provides software based IP enabled wallboards on the PC desktop of Contact Center Agents.

Contact Center Statistics and Messages from the Avaya Reporting for Contact Center application are displayed in Real Time on the **ipView SoftBoard**.

Audible Alerts can be associated with certain events, and histograms can be displayed to graphically show the changes in a particular Contact Center parameter over a rolling period of 15 minutes.

Configuring Reporting for Contact Center to operate with **ipView** is exactly the same as configuring Reporting for Contact Center to operate with a hardware wallboard.

The **ipView SoftBoard** is completely compatible with the **ipView** Hardware wallboard, and a mixture of **ipView** hardware wallboards and **ipView SoftBoards** can be configured within the Avaya Reporting for Contact Center application.

Additionally, **ipView SoftBoards** can relay their input to any number of other IP enabled wallboards, either **ipView** hardware wallboards or **ipView SoftBoards**.

ipView SoftBoards on BCM, when working in conjunction with Reporting for Contact Center will allow multiple installations on one PC. This allows an Agent or Supervisor to view statistics on one or more Skillset. Earlier versions allowed one or all of the Skillset statistics to be viewed. This version allows a selection from the Skillsets and will display one or more **ipView SoftBoards** on each PC Desktop.

Note: **ipView SoftBoard** can operate in UK English, North American English, French, Canadian French, Italian, Spanish, Latin American Spanish, German, Dutch, Brazilian Portuguese, Danish, Norwegian and Swedish.

Advances in the language configuration of Reporting for Contact Center means that even though RCC may be running in UK English, the Wallboards connected can be a mixture of the available languages. RCC can now use different languages on different wallboards connected to the same RCC Web Host PC.

PC Requirements

Component	Specification
Platform	IBM™ Compatible PC
Microprocessor	Pentium 1 (or equivalent) minimum
Microprocessor speed	200 MHz minimum
RAM	16 Mb minimum
Free hard disk space	2 Mb minimum
Network Interface	Network Interface Card
Network Protocol	TCP/IP protocol
Display Type	SVGA display
Display (Graphics) Card	SVGA graphics card

Operating System Compatibility

ipView has been verified for correct operation on the following Operating Systems:

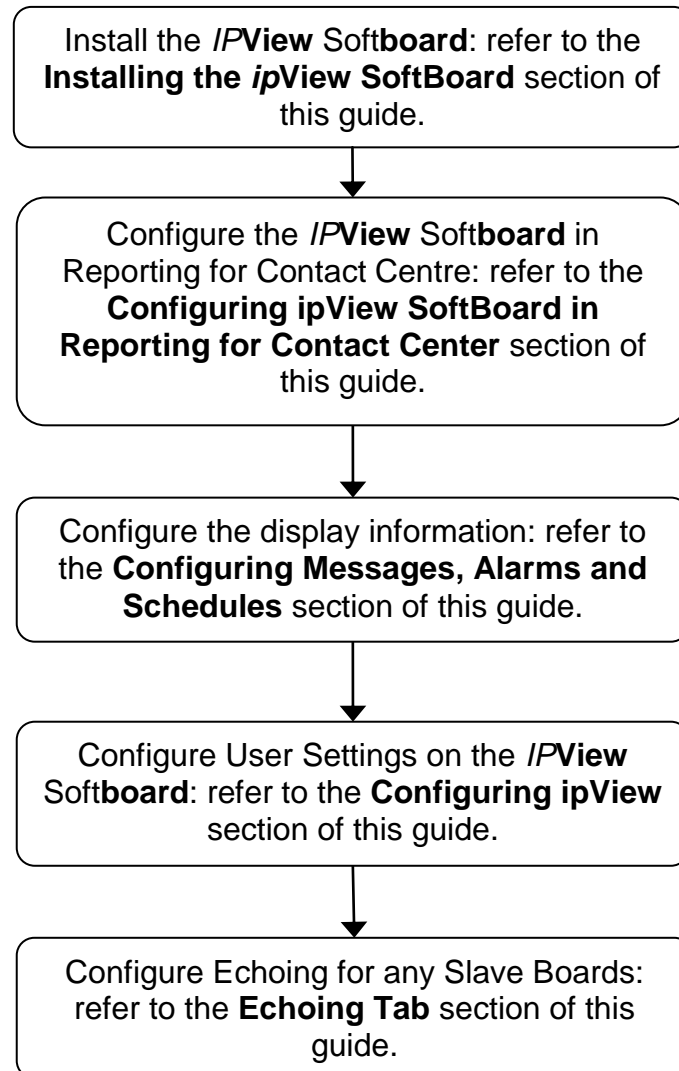
Operating System	Version
Windows XP Professional	SP3
Windows Vista	Business, Ultimate, 32/64 bit
Windows 7	Professional, Ultimate, 32/64 bit
Windows Server 2008	Standard Edition R2, 32/64 bit

Required Information

- Log on information for the PC running Reporting Contact Center.
- Parameters, Alarms and Messages that are to be displayed.
- The language that each software **ipView SoftBoard** will display it's parameters in.
- The name of the PC(s) on which the **ipView SoftBoard** will reside.

Flow Chart

This flowchart depicts the relevant steps required to install and configure the **IPView Softboard** application on a desk top PC.

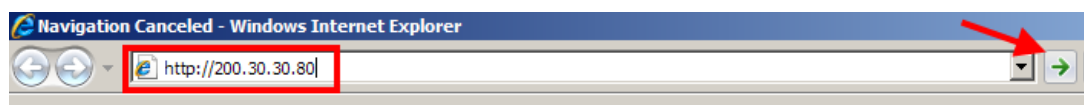


Installing the ipView SoftBoard

You can install the **ipView SoftBoard** onto any PC Desktop that is connected via the network to the Reporting for Contact Center Web Host PC, with the TCP/IP protocol.

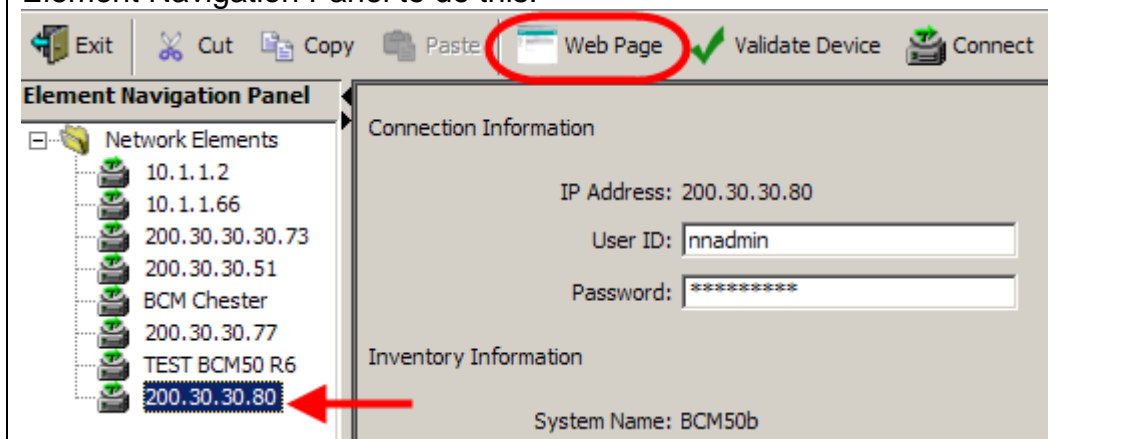
To install the **ipView SoftBoard** onto an Agent desktop, go to the Agent PC and perform the following steps.

1. Exit any Windows applications that are running.
2. Open Internet Explorer. In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

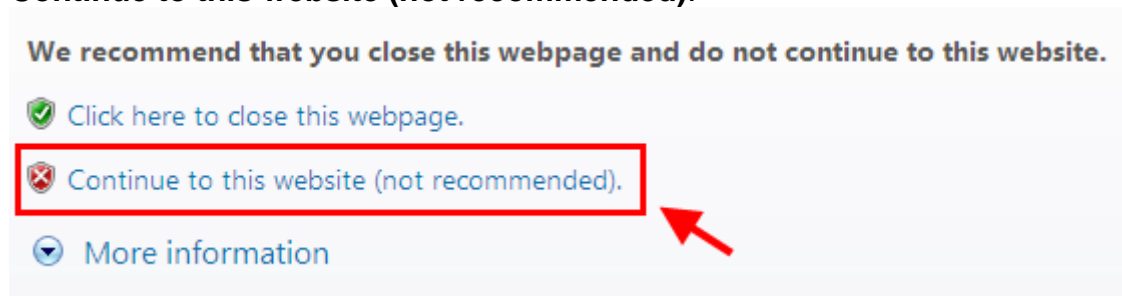


3. Click on **Go**, or press Return on your keyboard.

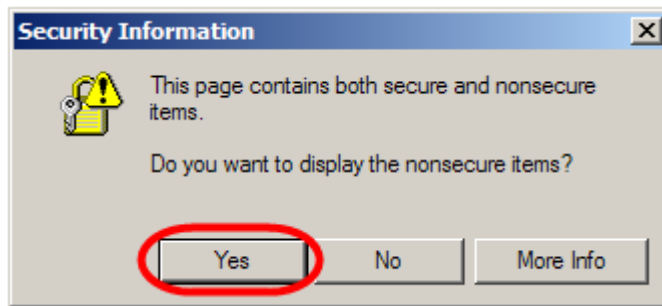
Note: You can also use the Web Page button in Element Manager to launch a web browser session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



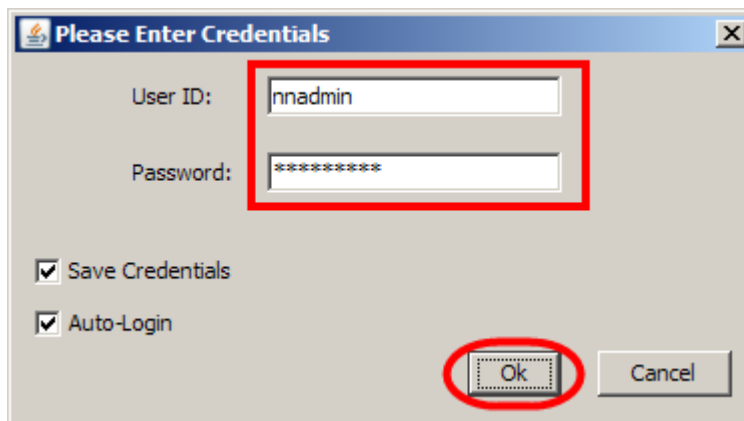
4. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.



5. Accept any further security messages that you may get presented with.



6. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID: nnadmin Password: PlsChgMe! Click on **OK**.

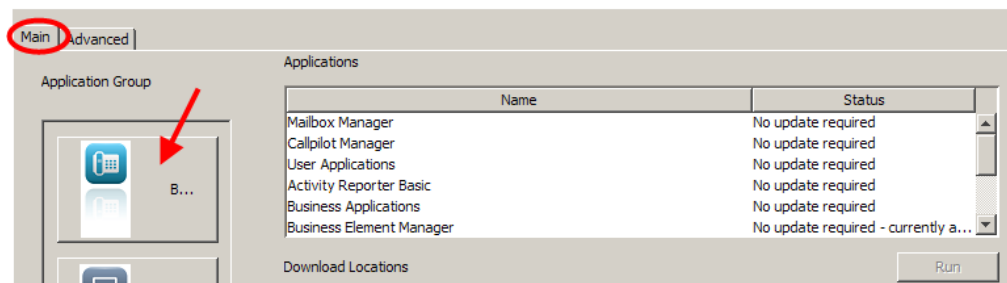


7. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

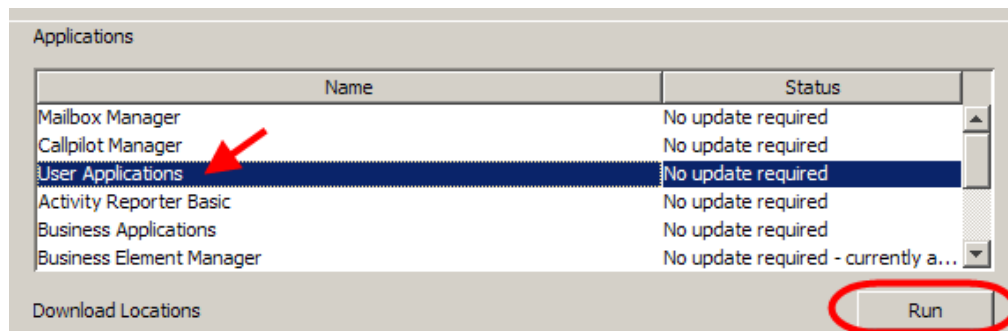
Welcome

to

BCM



8. In the Applications area, select **User Applications**, and click on **Run**.



9. Again, accept any security messages that appear, and if prompted enter any login details.
10. The **Business Applications** page will appear. Click on the **ipView Softboard** link.



11. Then select the **Download Wallboard IP View Client** link from the right section of the screen.

Business Applications

Reporter Applications

- Activity Reporter Basic
- Activity Reporter

Contact Center Applications

- Reporting for Contact Center
- Multimedia Contact Center
- ipView Softboard

Additional Solutions

- Avaya DevConnect Program

Documentation



This application is dependent on another application which requires a keycode. [Click here to connect to the Avaya Keycode Retrieval System](#)

ipView Softboard



Download Wallboard IP View Client

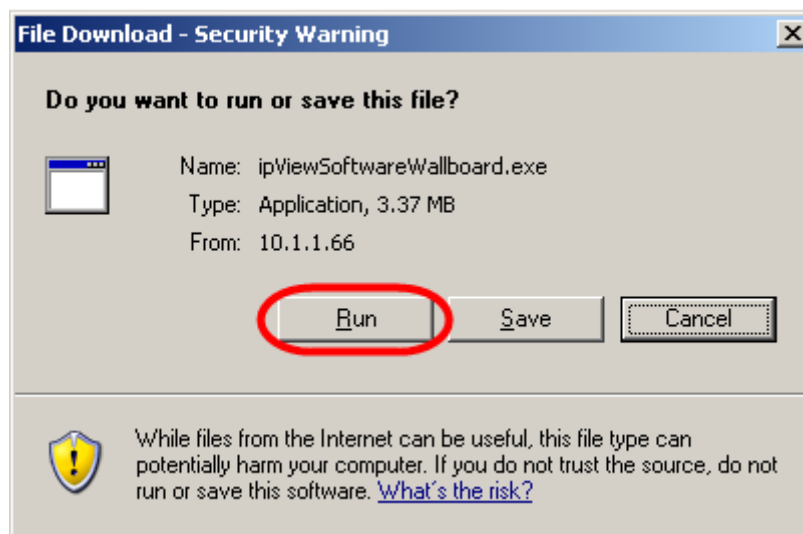
See Important Notes Below

ipView is a software wallboard that works in conjunction with the Reporting for Contact Center Software. This Windows program allows wallboard statistics to be viewed from a PC screen.

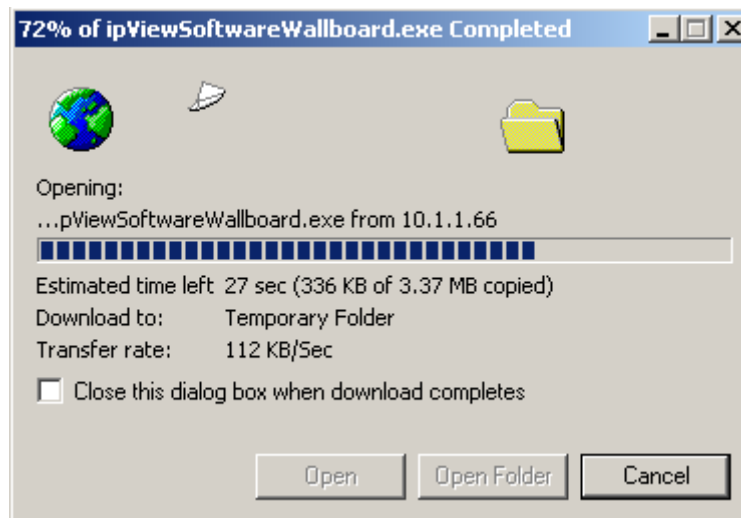
Agents will benefit from the real-time Contact Center statistics, alarms, messages and summary reports provided on their desktop by ipView Softboard. Audible alerts can be associated with certain events and histograms can be displayed to graphically show the changes in a particular Contact Center parameter over a rolling period of 15 minutes.

ipView is included as part of Reporting for Call Center. Configuring ipView is an intuitive logical extension of configuring the IP hard

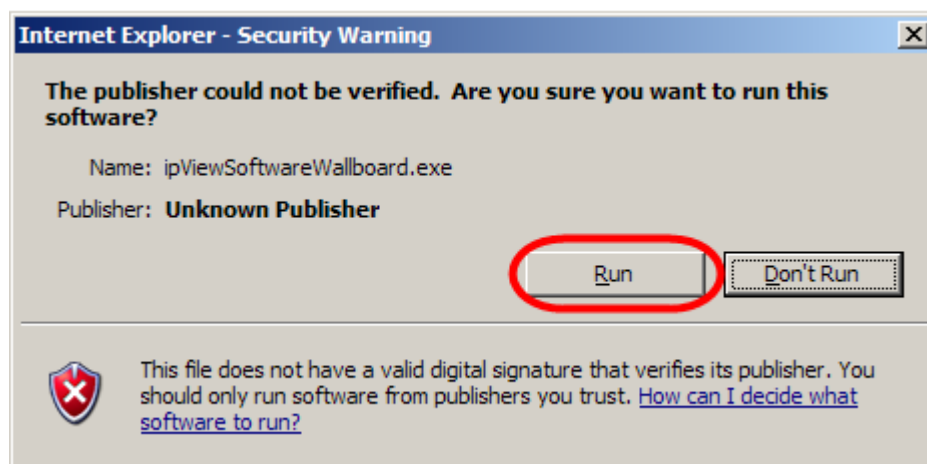
12. Click the **Run** button.



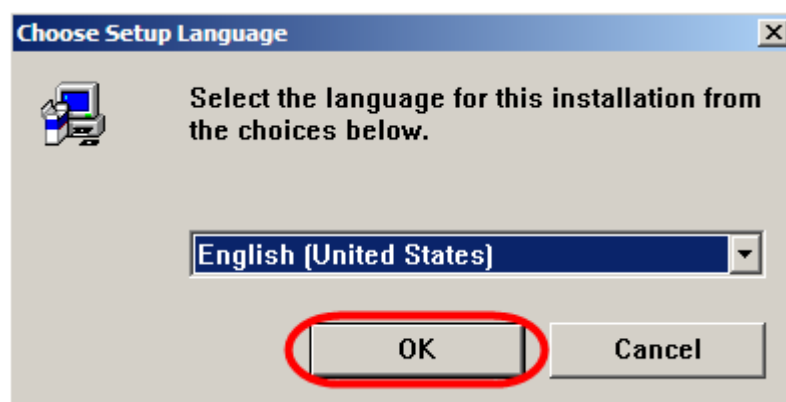
13. The progress bars appear as the installation routine prepares itself.



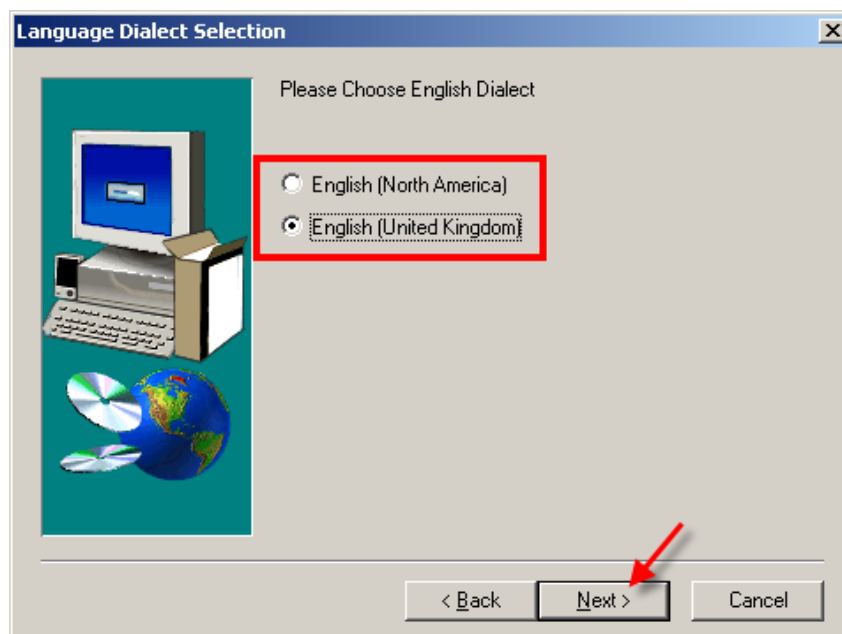
14. The files will be extracted. In the Security Warning window, click **Run**.



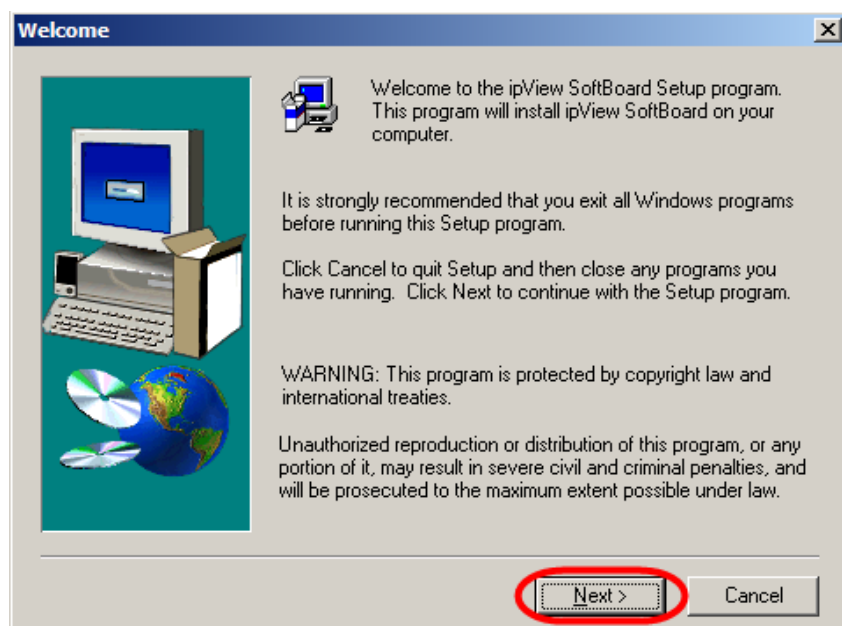
15. Now select the Language that you wish to install and click **OK**.



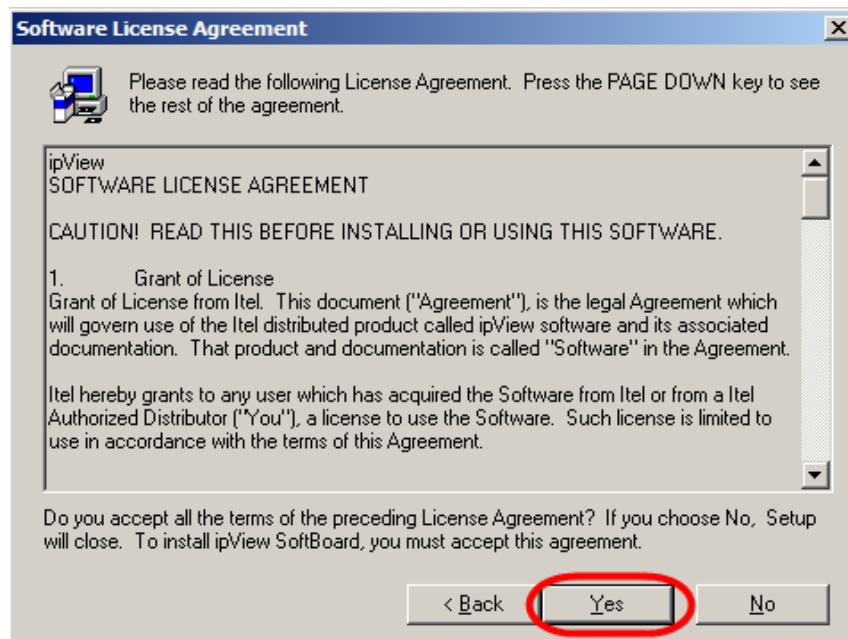
16. Choose which dialect of English you wish to perform the installation in, and click **Next**.



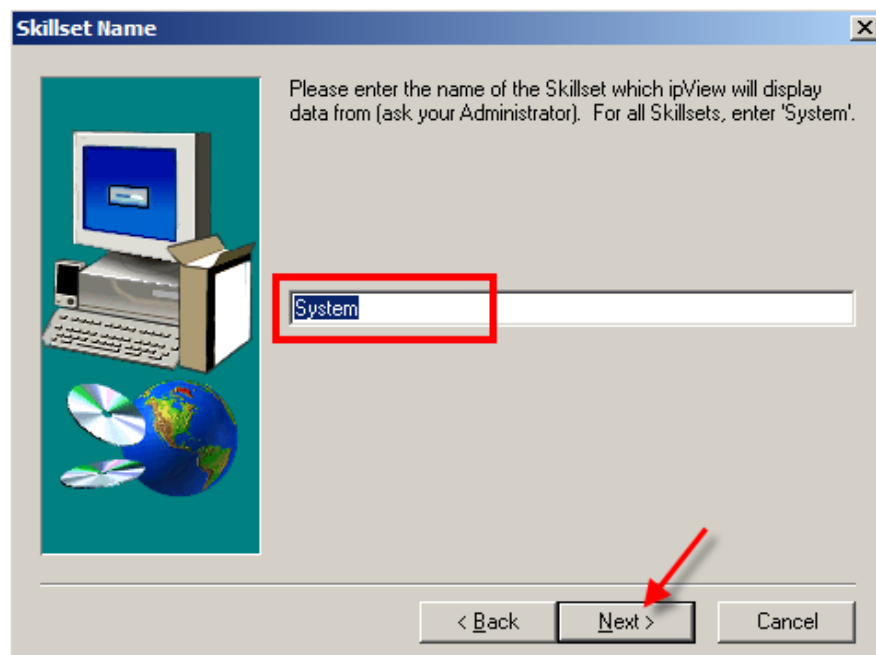
17. The *ipView* Splash Screen and the Welcome screens appear. Click on **Next**.



18. The license agreement appears. Select **Yes**.

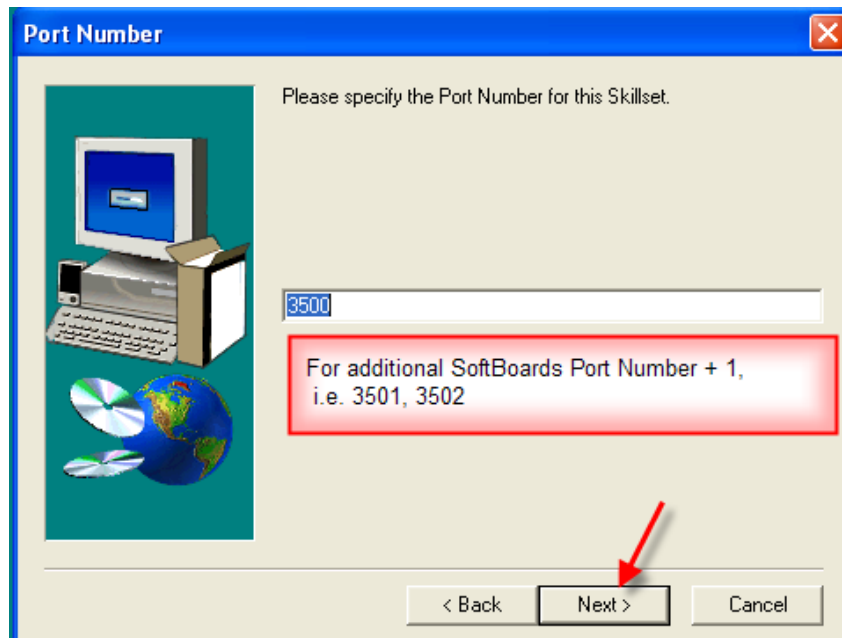


19. You will now be requested for the name of the Skillset that this wallboard will be used to display once it is running. Type the name of the Skillset or type 'System' for all Skillsets.

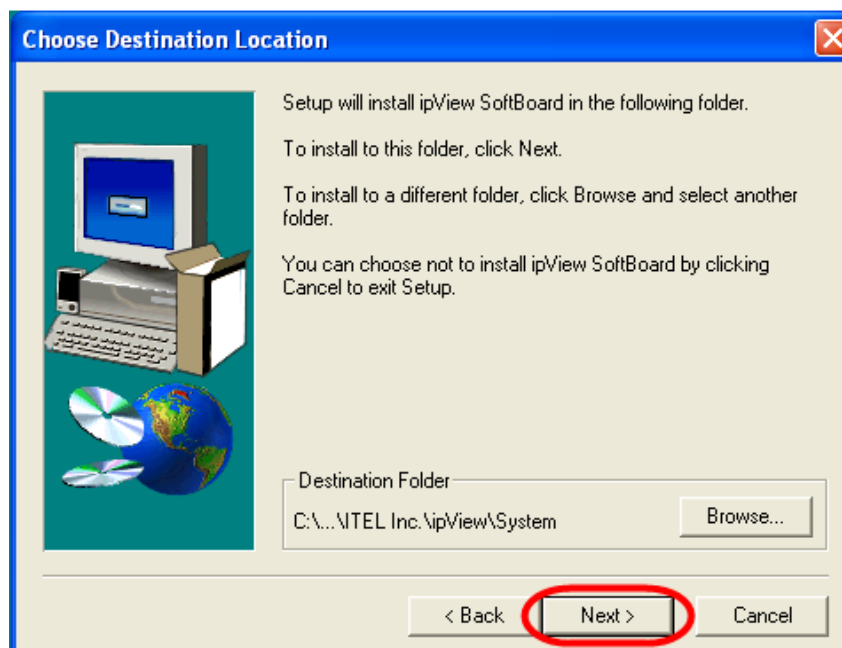


20. Click **Next**.

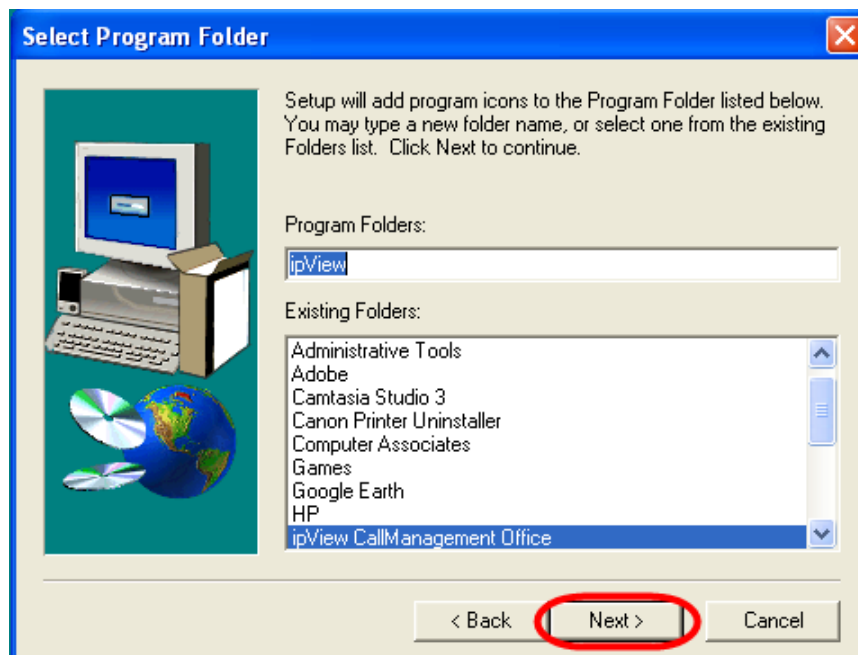
21. You will now be requested for a port number. This number is 3500 by default and remains at this setting. Subsequent installations of the *ipView SoftBoard* on this PC would require a different port number. It is recommended that with each subsequent installation on each PC the port number should be incremented by 1. Click **Next** when the port number has been entered.



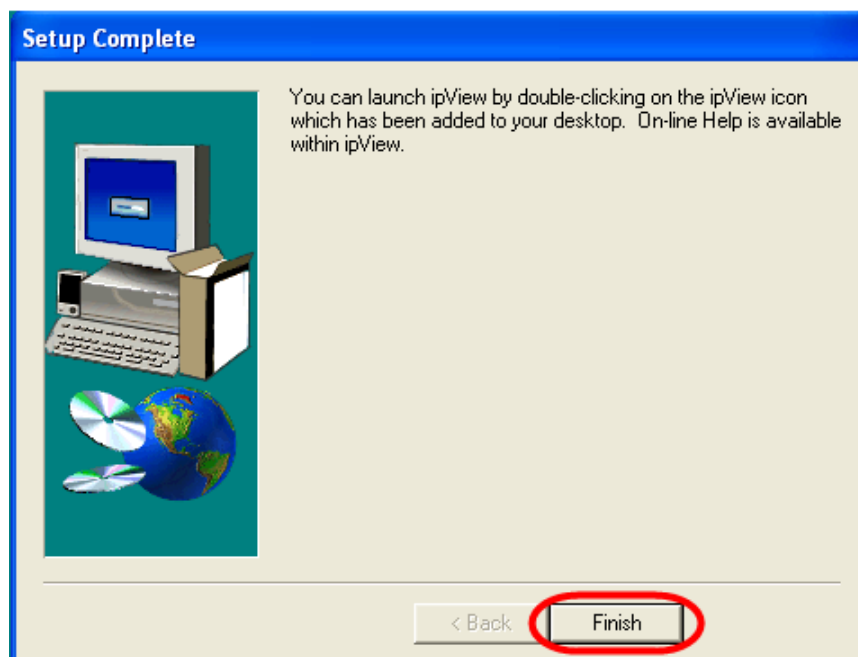
22. The destination of the installation will now be displayed. The default location can be used. Click **Next**.



23. The default folder for the installation files will be displayed. The default name can be used. Click **Next**.



24. The installation will complete in a couple of seconds and the final screen will be displayed to inform you that the installation is complete.



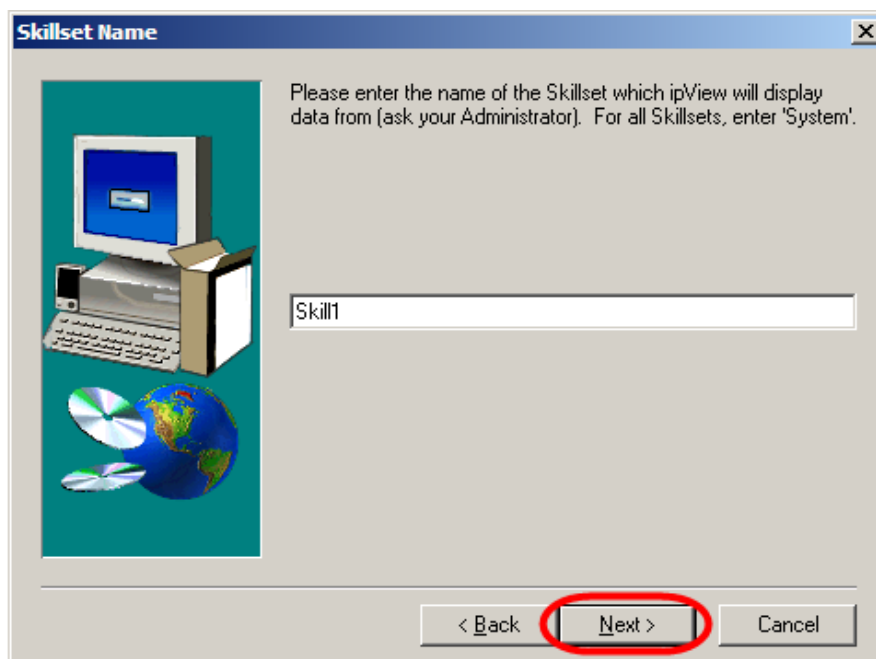
25. A new icon will now be present on the PC desktop. The name of the **ipView SoftBoard** will relate to the name of the Skillset that this **ipView SoftBoard** is to display statistics for.



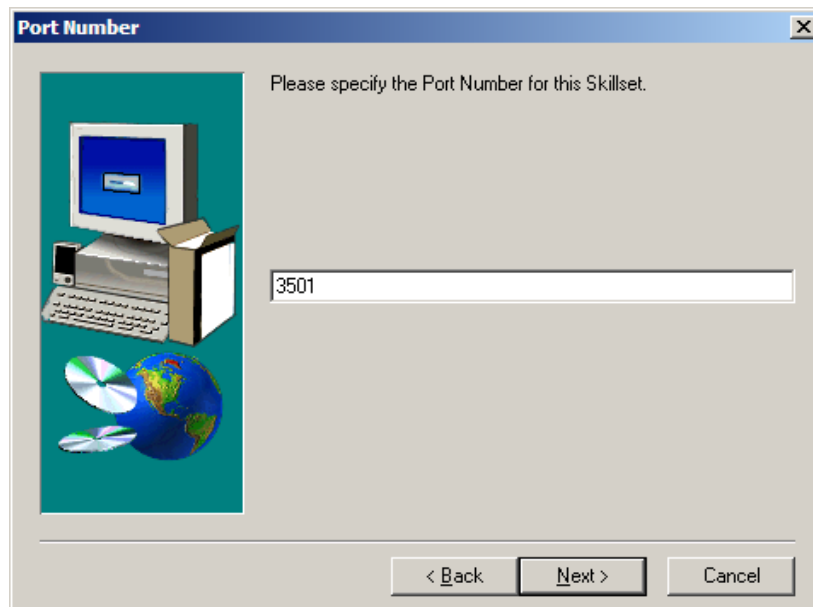
Installing Multiple **ipView SoftBoards** on one PC

The installation of more than one ipView SoftBoard on a single PC follows the same installation procedure as documented in the previous section. The only difference relating to the actual software installation is setting a different port number for the PC to receive data from the Web Host PC. Later in this document, the Web Host PC will be configured to send data through a specific port. We are now setting the software on the PC to expect to receive the data on that port.

1. Follow steps 1 to 18 in the previous section to start the install of the second **ipView SoftBoard**.
2. For this example we are going to set this **ipView SoftBoard** to display data relating to the first Skillset in the Contact Center, Skill1.
3. When you reach step 19 enter the name of the first Skillset. Click **Next**.



4. At the next screen enter a port number. This number can be anything over 3500 and must **not** be the same as any **ipView SoftBoards** that are already installed on this PC. In this example the port number has been incremented by one. For each subsequent **ipView SoftBoard** that is installed it is recommended that the port numbers should increase by 1.



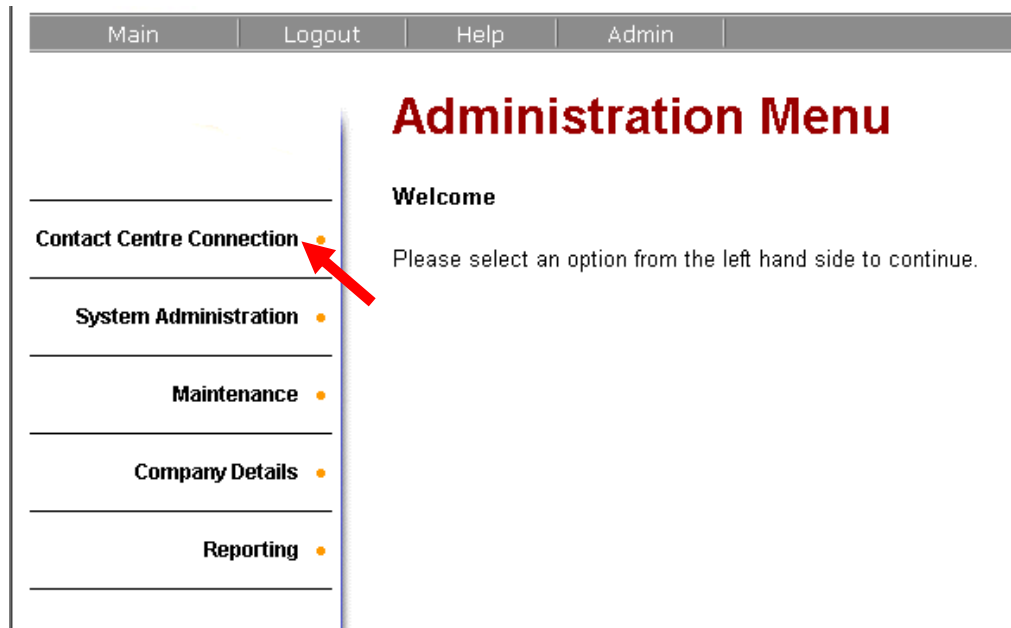
5. Continue the installation from step 16 of the previous section.
6. When all of the desired **ipView SoftBoards** have been installed on the appropriate PC there will be an icon on the desktop relating to each separate board.



7. Each ipView SoftBoard can now be opened simultaneously on the desktop.

Configuring *ipView* SoftBoard in Reporting for Contact Center

1. Access Reporting for Contact Center (refer to the ***Reporting for Contact Center Guide*** for instructions on accessing RCC). You must log into RCC with a username that has been configured to allow configuration of wallboards (and also has Skillsets assigned to them).
2. Select the **Contact Center Connection** link.



- Then the **Select an IP Address** drop down box: if there is more than one network card installed on the Web Host PC, from the **Select an IP Address** drop down list select the IP address (of the Network Interface Card) that is to be used to communicate with wallboards. Select the IP address that has been configured on the Network Interface Card connected to the same network as the wallboards.

Note: This is not the IP address of a wallboard itself. **If you only have one network card installed on the Web Host PC this setting will default to the IP address of the card.**

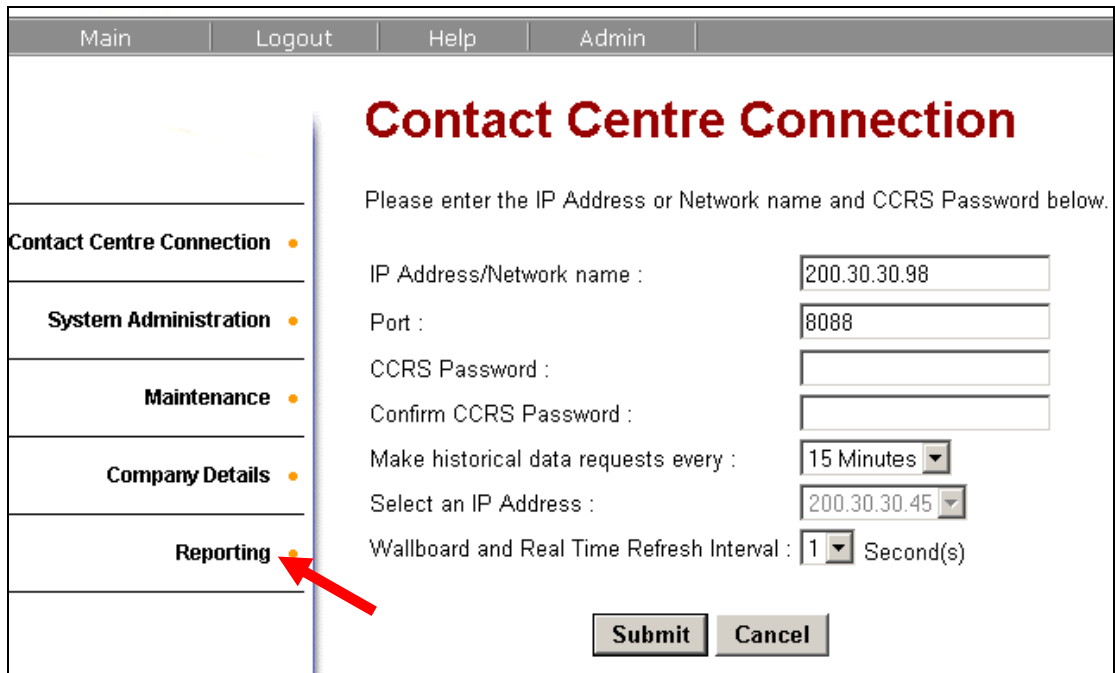
(To see the Contact Center Connection Screen you must be logged in as an administrator of RCC).

- Wallboard and Real Time Refresh Interval.** Select the refresh interval for wallboard and real time displays. The default is 1 second with an option for 3 seconds. This setting only applies to the refresh rate of the display, not the data. For example if 3 seconds is selected the display updates every 3 seconds, but the data is still calculated to the second.

Wallboard and Real Time Refresh Interval : Second(s)

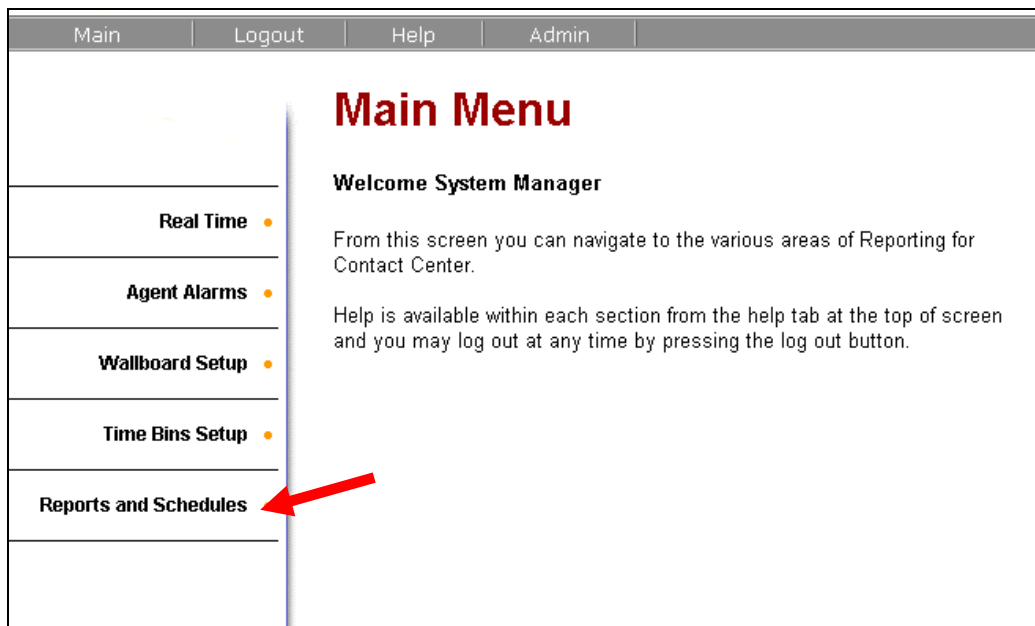
- Click **Submit**.

6. Click on the **Reporting** link.



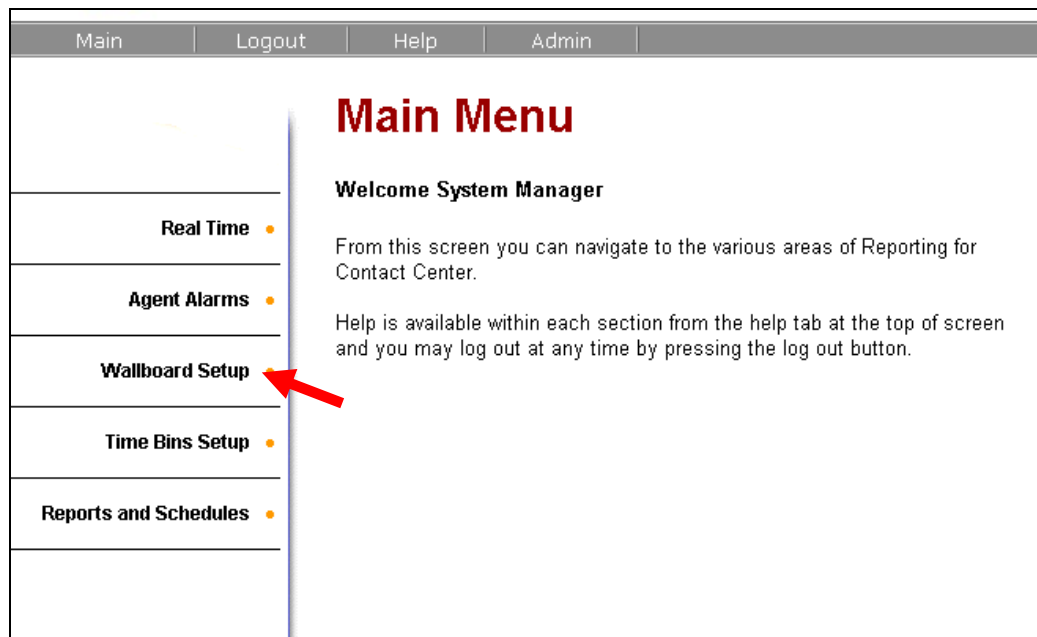
Main	Logout	Help	Admin
<h2>Contact Centre Connection</h2> <p>Please enter the IP Address or Network name and CCRS Password below.</p> <p>IP Address/Network name : <input type="text" value="200.30.30.98"/></p> <p>Port : <input type="text" value="8088"/></p> <p>CCRS Password : <input type="text"/></p> <p>Confirm CCRS Password : <input type="text"/></p> <p>Make historical data requests every : <input type="text" value="15 Minutes"/></p> <p>Select an IP Address : <input type="text" value="200.30.30.45"/></p> <p>Wallboard and Real Time Refresh Interval : <input type="text" value="1"/> Second(s)</p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>			
<ul style="list-style-type: none"> Contact Centre Connection System Administration Maintenance Company Details Reporting 			

7. Enter the **Reports and Schedules** section of RCC.



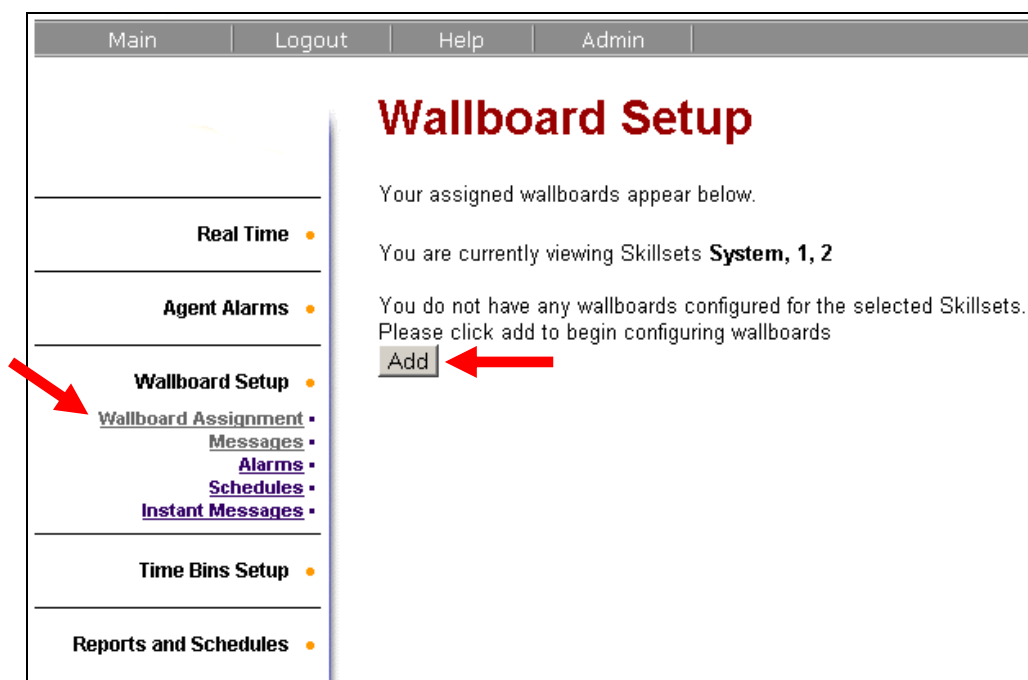
Main	Logout	Help	Admin
<h2>Main Menu</h2> <p>Welcome System Manager</p> <p>From this screen you can navigate to the various areas of Reporting for Contact Center.</p> <p>Help is available within each section from the help tab at the top of screen and you may log out at any time by pressing the log out button.</p>			
<ul style="list-style-type: none"> Real Time Agent Alarms Wallboard Setup Time Bins Setup Reports and Schedules 			

8. Click on **Wallboard Setup**.



Note: If the user **does not** have any **Skillsets assigned** then you will not be able to go any further. If this is the case, logout and log in with a username that has the appropriate rights. For further information on creating users and assigning Skillsets see the ITEL Reporting for Contact Center Guide.

9. Click **Wallboard Assignment**. Click **Add**.



10. On the following screen the ipView SoftBoard will be configured. For this you will need to know the IP Address or Network Name of the PC(s) has an *ipView* SoftBoard installed.

11. Enter the following parameters:

- a) **IP / Network Name:** The IP Address or Network Name of the PC which the *ipView* SoftBoard resides on. In this example the PC's address of 10.1.1.21 has been entered.

IP / Network Name

- b) **Port:** The port number which we configured for the PC to receive RCC data through. Unless you are running several copies of ipView SoftBoard on the same Agent desktop, you can leave this at the default of 3500.

Port

Note: For multiple instances of ipView SoftBoard on a **single PC desktop**, you must use a different port number for each copy of ipView SoftBoard. Use 3500 for the first installation of ipView SoftBoard, 3501 for the second, 3502 for the third and so on. You can re-use these numbers on another Agent's PC's desktop, but the Port numbers used on a single PC desktop must be different from one another.

- c) **Wallboard Skillset:** The Skillset or 'System' for the entire Contact Center. For this example we will set it to 'System' for port 3500. 'Skill1' would be chosen if we were configuring the ipView SoftBoard for 'Skill1' (the port number would then be 3501).

Wallboard Skillset

- System
- Customer service
- Sales

- d) **Language:** The language that we wish our ipView SoftBoard to display in. The language would make a difference on a SoftBoard by altering the letters in the abbreviations and the 'long view' would display in the desired language.

Language

- e) **Type:** Software for the *ipView* SoftBoard.

Type ☐ Software ☒ Hardware

- f) **Title:** Tick for a Title. As with previous builds of the *ipView* SoftBoards, three of the displaying parameters will be lost if a title is shown.

Title ☐

- g) **Title Text :** The title that will be shown.

Title Text

- h) **Buzzer :** For alerts.

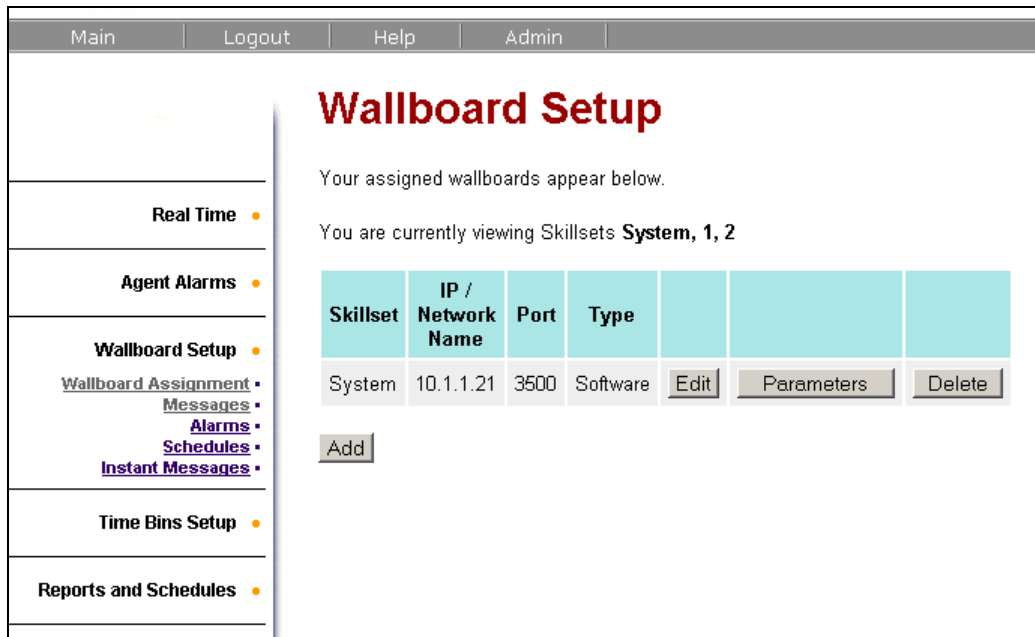
Buzzer ☐

- i) **Summary:** Ticking the summary box will display the flowing information in graphical format every hour, on the hour.

Summary ☐

9. Once the settings have been completed, click '**Submit**'.

10. A list of assigned and configured wallboards is now available:

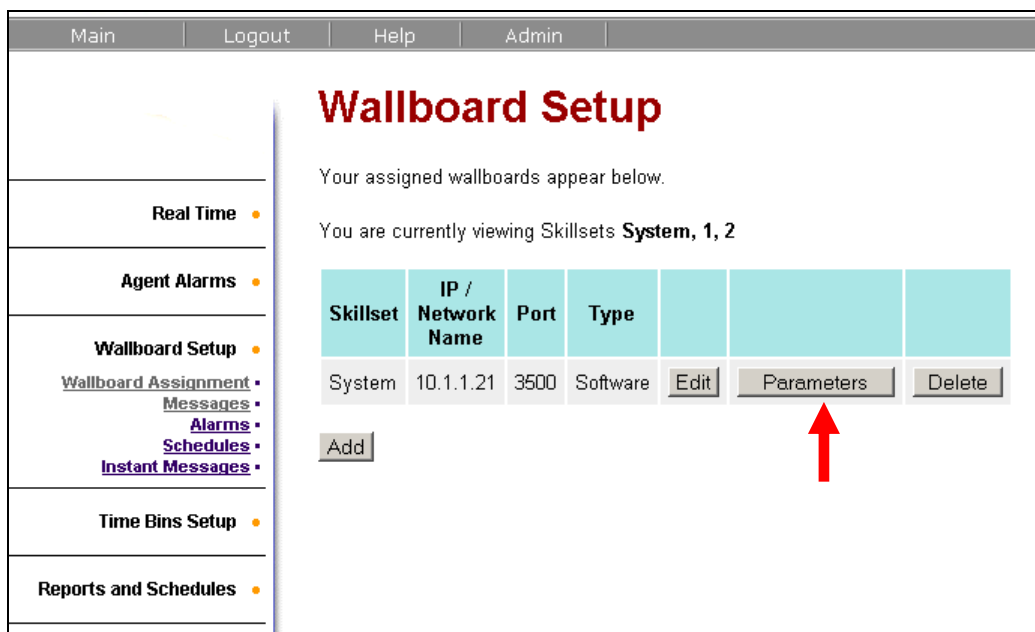


The screenshot shows the 'Wallboard Setup' page. On the left is a sidebar with navigation links: Main, Logout, Help, Admin, Real Time, Agent Alarms, Wallboard Setup (selected), Wallboard Assignment, Messages, Alarms, Schedules, Instant Messages, Time Bins Setup, and Reports and Schedules. The main content area has the title 'Wallboard Setup' and the text 'Your assigned wallboards appear below.' and 'You are currently viewing Skillsets **System, 1, 2**'. Below this is a table with columns: Skillset, IP / Network Name, Port, Type, and three empty columns. The table contains one row for 'System' with IP '10.1.1.21' and Port '3500'. Below the table is an 'Add' button. To the right of the table are buttons for 'Edit', 'Parameters', and 'Delete'.

Skillset	IP / Network Name	Port	Type			
System	10.1.1.21	3500	Software	Edit	Parameters	Delete

11. Repeat Steps 4 to 10 any other SoftBoards. Remember to enter the appropriate port number (entered during the installation of the SoftBoard).

12. The edit the parameters that are to be displayed on the Wallboard click on **Parameters**.



This screenshot is identical to the previous one, but with a red arrow pointing to the 'Parameters' button in the table row for 'System'.

Skillset	IP / Network Name	Port	Type			
System	10.1.1.21	3500	Software	Edit	Parameters	Delete

13. Select from the drop down boxes the parameters which are to be displayed on the Wallboard.

Edit Parameters

Please select the parameters you wish to have displayed on your wallboard.

Parameters in positions 1, 2 and 3 are not available as a title has been selected for this wallboard.

P4 AN P5 QT P6 SH

Number of Agents in the Not Ready state

Submit Cancel

In this example only 3 parameters are displayed as this softboard has a title. Softboards without a title will have 6 configurable parameters.

ipView - System	
Company XYZ	
—	
—	
AN	2
QT	0
SH	50

14. When a parameter is selected from a drop down box its concise description is displayed in the lower text box.

e.g. 1

P1 QL P2 AD P3 ID

P4 QT P5 SH P6 AH

Queue Length - number of calls queuing for this Skillset

Submit Cancel

e.g. 2

P1 QL P2 AI P3 ID

P4 QT P5 SH P6 AH

Number of Agents on Incoming calls

Submit Cancel

Below is a complete description of each parameter:

ID	Number of Incoming calls received in the current Day
IH	Number of Incoming calls received in the current Hour
AD	Number of Abandoned calls in the current Day
AH	Number of Abandoned calls in the current Hour
OD	Number of Outgoing calls made in the current Day
OH	Number of Outgoing calls made in the current Hour
SH	Grade of Service offered in the current Hour (%)
SD	Grade of Service offered in the current Day (%)
AO	Number of Agents on Outgoing calls
AI	Number of Agents on Incoming calls
AA	Number of Agents Available to receive calls
AN	Number of Agents in the Not Ready state
AL	Number of Agents Logged in
QL	Current Queue Length - number of calls in the call queue for this Skillset
QT	Current Queue Time for the longest waiting call for this Skillset (secs.)

15. When the choices are complete click **Submit**.

Configuring Messages, Alarms and Schedules

Messages

Messages can be up to **64** characters in length.

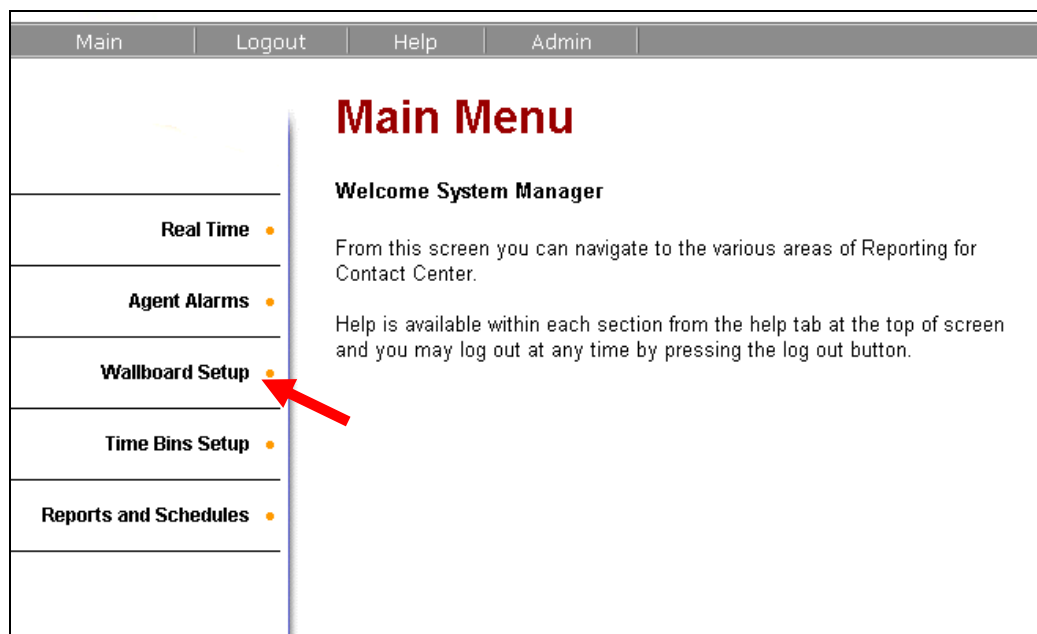
The Real Time numerical value of any of the Parameters can be incorporated into a Message by inserting the two-letter abbreviation for the Parameter into the Message text.

The Parameter must be in capitals and in brackets, e.g. (AN) would insert the current value of the Agent Not Ready parameter.

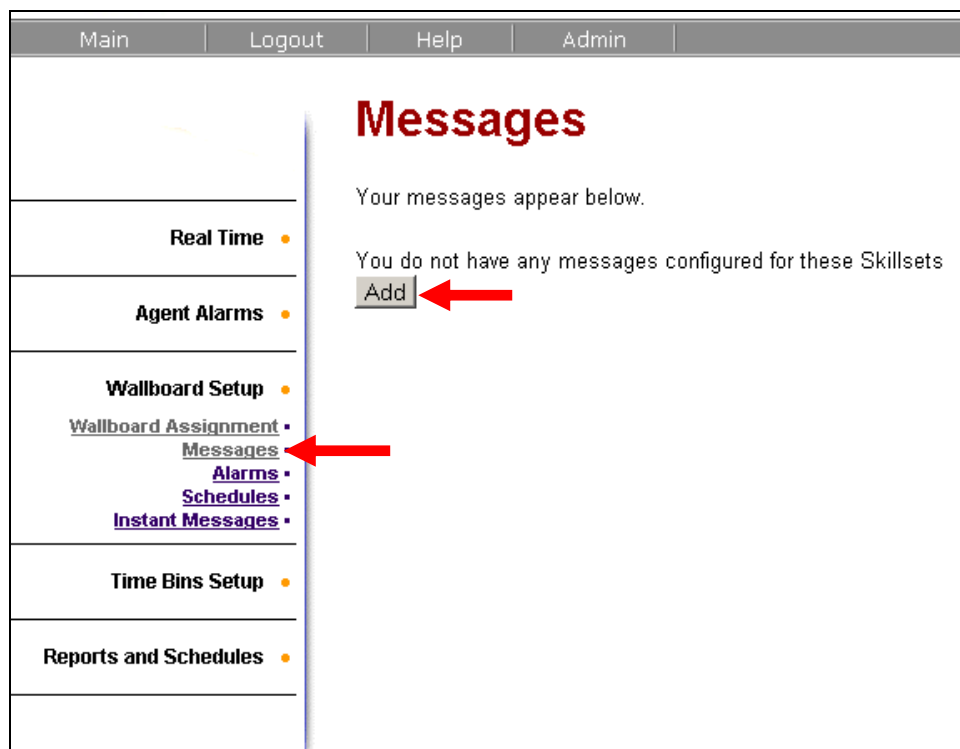
Example: "There are (AN) agents not ready". If there are five agents not ready when the Message is sent to the Wallboard, the format of the Message will be: "There are 5 agents not ready".

Messages will display on the **ipView SoftBoard** for approximately 40 seconds.

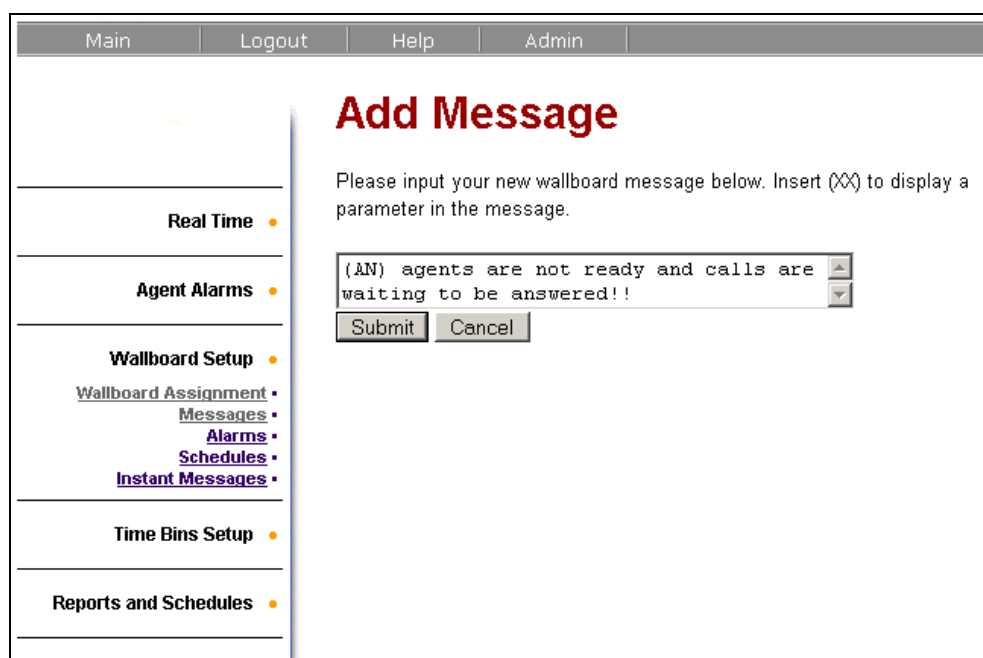
1. Access **Reporting for Contact Center** and go into the **Wallboard Setup** section. You must log into RCC as a user who has Wallboard privileges.



2. Click on **Messages** and then click **Add**.

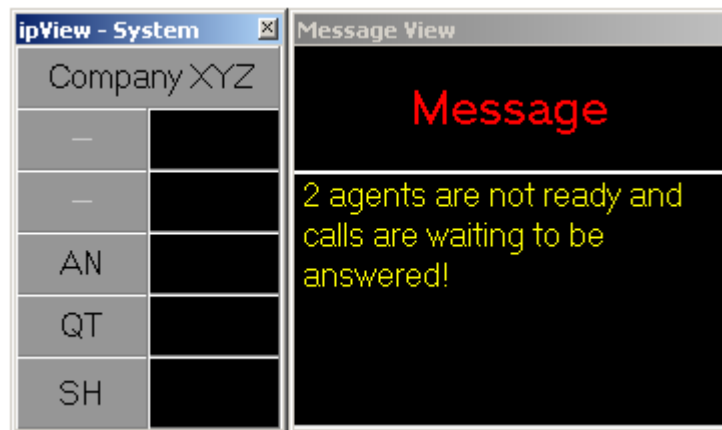


3. Type your message into the text box. To make use of parameters in the message enter the abbreviation in brackets e.g. “(AN) agents are not ready and calls are waiting to be answered!!”.

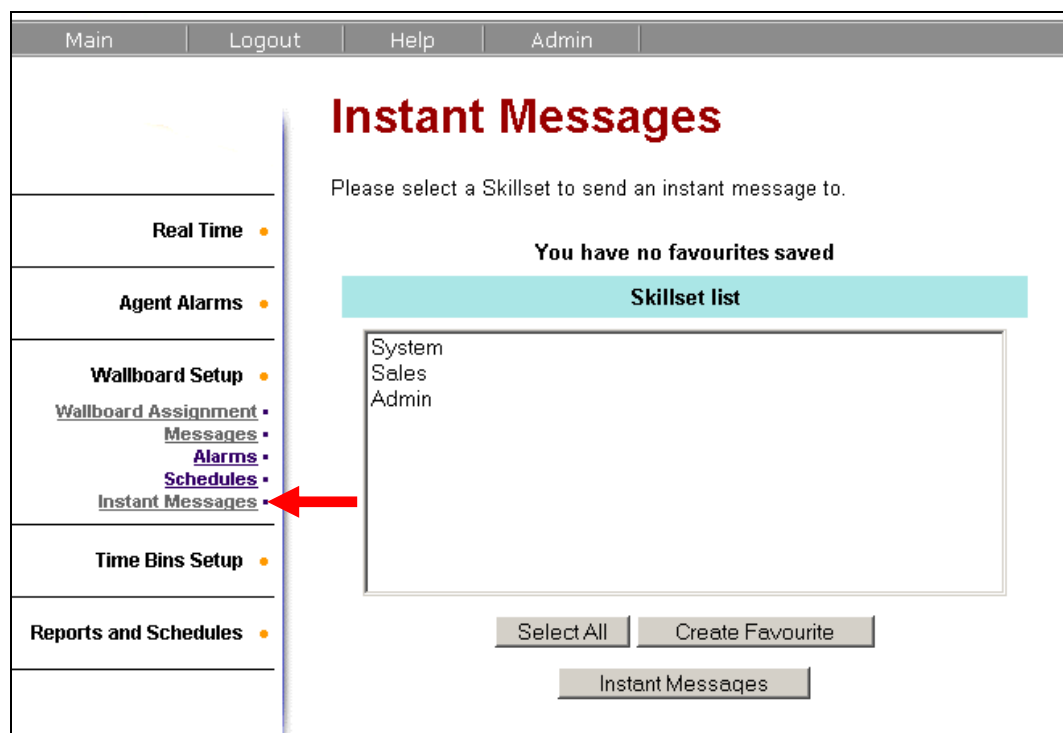


- When the message is complete click **Submit**. In this example the message will appear on System wallboards that are open on PC's.

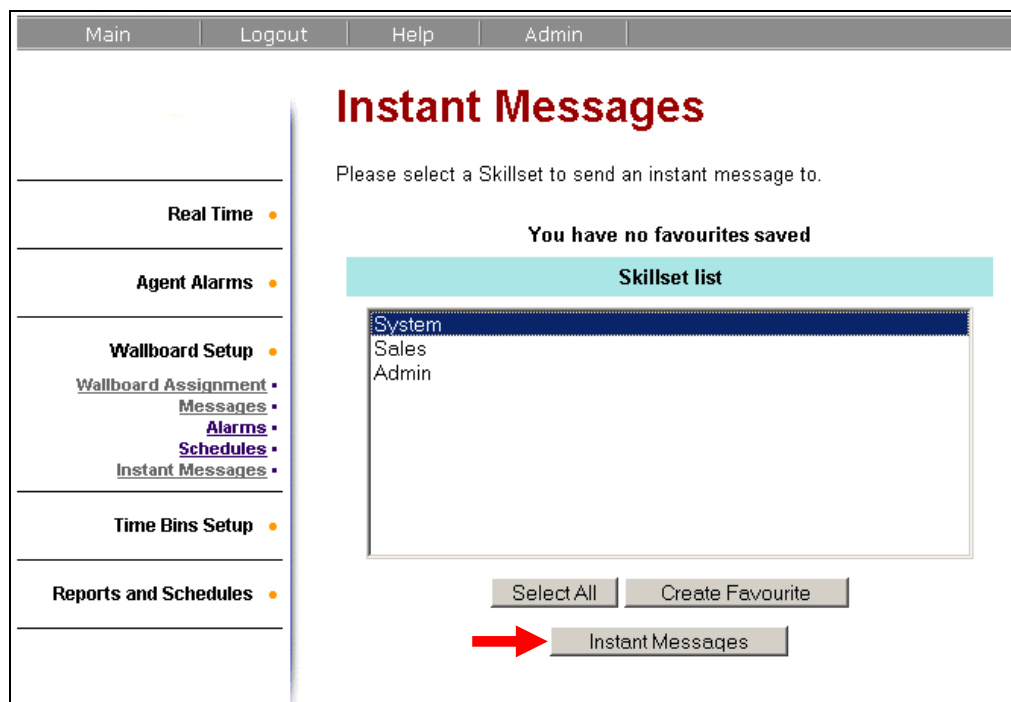
Note: It would generally be advised that messages are linked against an alarm parameter that will display the message when the condition for the alarm is satisfied. (Refer to the **Alarms** section of this guide).



- This message can be instantly sent to one or more wallboards (hardware or software) by clicking on the **Instant Messages** heading.



6. Select either **System** for the entire Contact Center or one or more of the Skillsets. A selection of Skillsets can be exclusively selected by holding down the ctrl key during selection. Click **Instant Messages**.



7. Select one of the existing messages or type a new message, then click **Send**.



Alarms

Alarms can be configured to alert Agents to conditions within the Contact Center.

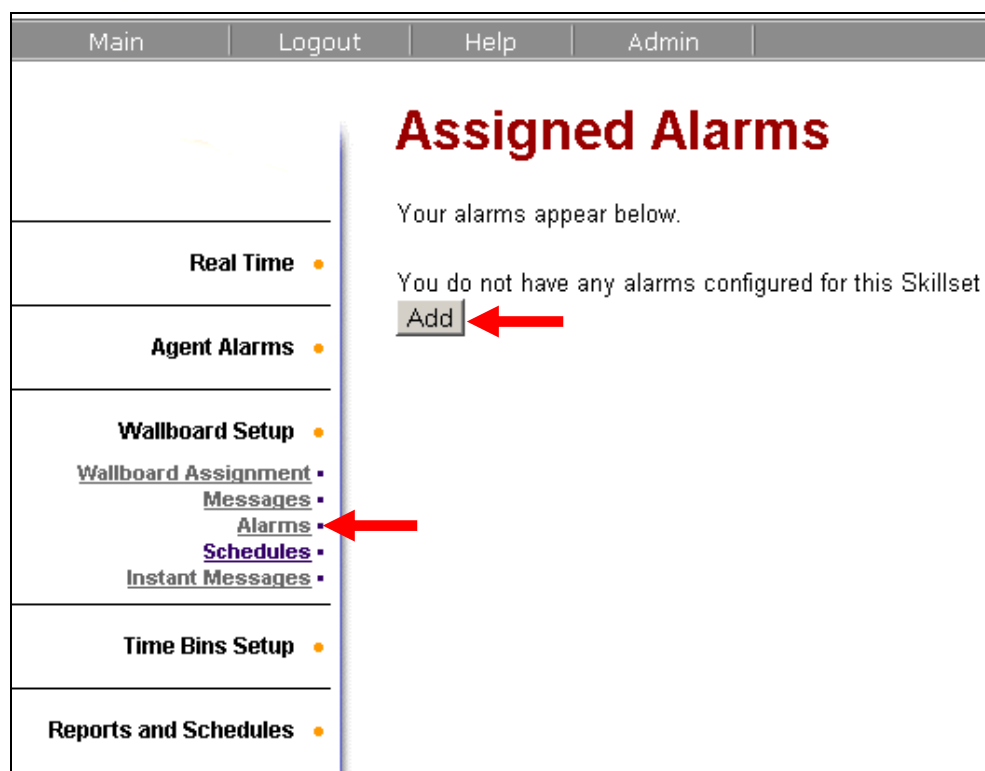
- E.g.
- Less than 2 Agents are available to take calls.
 - An excessive amount of calls are in the queue.
 - Calls are waiting excessive times in the queue.
 - 1000 calls have been answered during the day today.

A result of meeting these conditions is to display a message to alert the agents on their individual desktops.

To Create an Alarm

(In this example a skillset alarm will be configured that will be displayed when 3 or less agents are available to take a call).

1. Follow steps 1 to 4 of the **Messages** subsection earlier in this section to configure one or more messages relating to the parameters to which you wish to alert the Agents.
2. When the messages are complete click on the **Alarms** heading under **Wallboard Setup**. Click **Add**.



3. Certain parameters now need to be configured.

- a. Select the **System** or the appropriate Skillset to which the alarms apply to and will be sent to.

- b. Select the **Parameter name** that you wish to monitor and set the alarm against'

- c. Set the start time of the day when you wish the alarm to be used. Then select the comparison for the alarm and the alarm threshold. If a message is to be utilized, the message to be associated with this alarm should also be selected.

Period Start Time	Comparison	Threshold
00 00	<=	
Message No Message		

4. In this example three alarms have been configured. One to start at 08:30 to alarm for 5 or less Agents being Available. The seconds runs from 12:00 to 17:59 for 6 or less agents being available. The third is effective from 18:00 until 08:29 the following morning to monitor for 2 or less Agents being available.

Main
Logout
Help
Admin

Add Alarm

Please input the details of the alarm below. An alarm will only be saved if a threshold value has been entered.

Wallboard Skillset System

Parameter name AA
Number of Agents Available to receive calls

Period Start Time	Comparison	Threshold
08 30	<=	5
Message No Message		
Period Start Time	Comparison	Threshold
12 00	<=	6
Message No Message		
Period Start Time	Comparison	Threshold
18 00	<=	2
Message No Message		

Note: If no time is selected (left at 00:00) then the alarm will apply 24 hours per day.

5. Click **Submit**.

Period Start Time Comparison Threshold

08 30 <= 5

Message No Message

Period Start Time Comparison Threshold

12 00 <= 6

Message No Message

Period Start Time Comparison Threshold

18 00 <= 2

Message No Message

Period Start Time Comparison Threshold

00 00 <=

Message No Message

Period Start Time Comparison Threshold

00 00 <=

Message No Message

Period Start Time Comparison Threshold

00 00 <=

Message No Message

Submit Cancel

6. The Alarms configured will display on the **Assigned Alarms** screen.

Main Logout Help Admin

Assigned Alarms

Your alarms appear below.

Skillset	Parameter	Alarm Period One	Period One Details	Additional Periods Configured		
System	AA	08:30	<=5	2	Edit	Delete

Add

Real Time

Agent Alarms

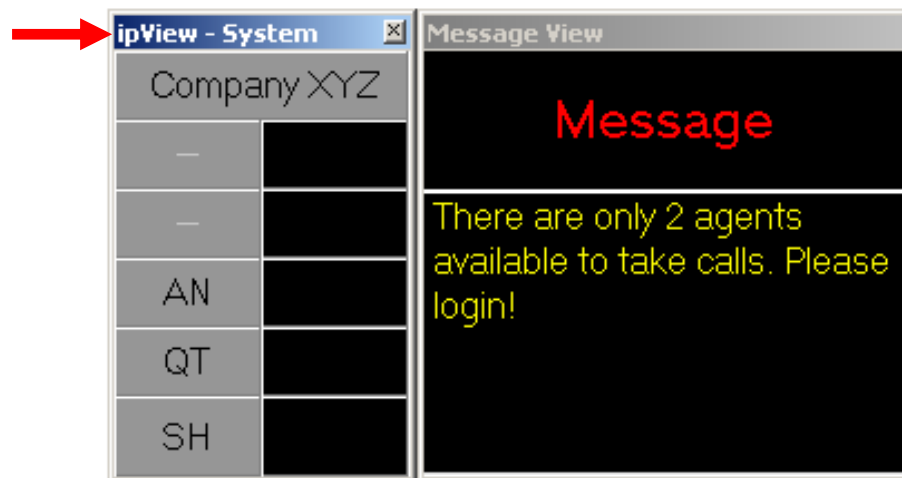
Wallboard Setup

Time Bins Setup

Reports and Schedules

Note: That the Alarm above has been configured with 2 additional alarm periods.

In this example the alarm has been configured against System softboards



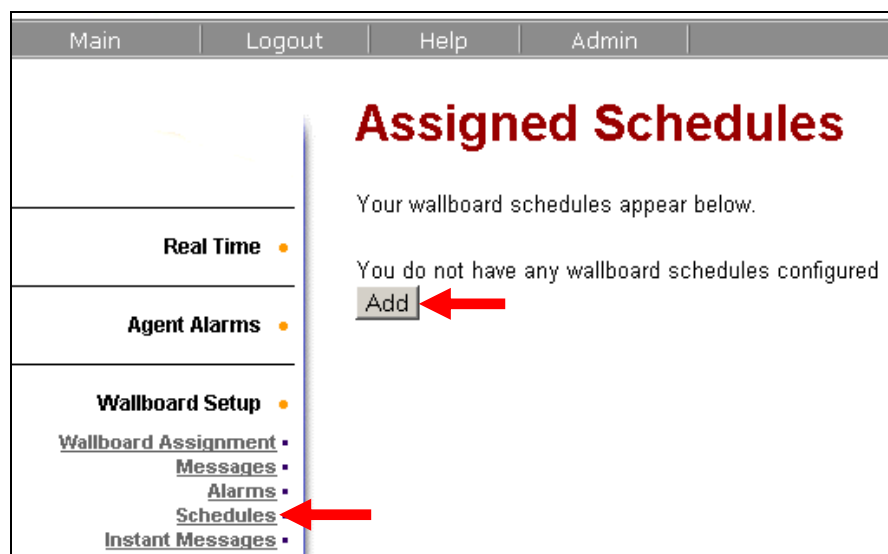
Scheduled Messages

A Wallboard Schedule is a time and day(s) when a Wallboard Message is automatically displayed on the Wallboard.

Examples would be to schedule a Message to display as a weekly reminder of a fire alarm test, or to remind agents to log-in at the start of the working day.

To Schedule a Message

1. Follow steps 1 to 4 of the **Messages** subsection of this section.
2. Once the messages are configured they can be applied to a schedule. From the **Wallboard Setup** Menu, click **Schedules** and then click **Add**.



3. The **Add Schedule** screen will be displayed.

4. There are four settings required for a Wallboard schedule.

- a. Select either '**System**' or the desired Skillset

- b. Select the recurrence of the schedule

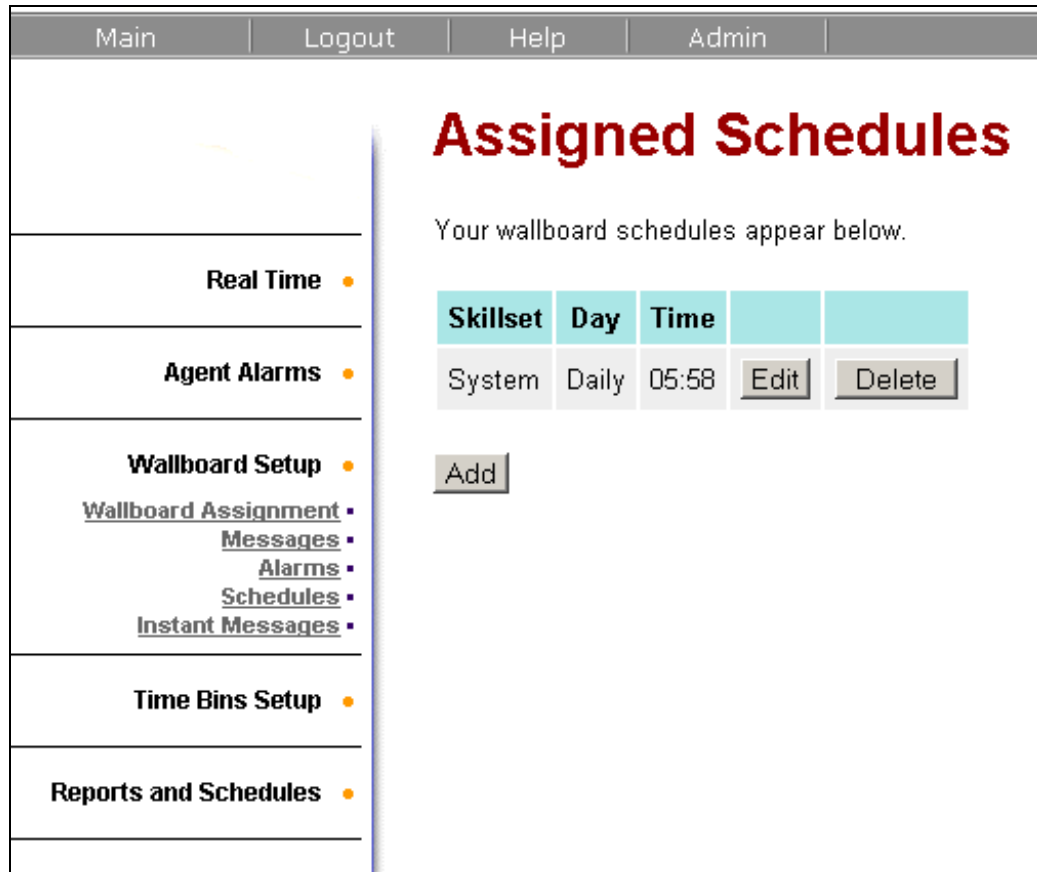
- c. Select the time at which you wish the message to display on the set recurrence.

- d. Select which message you wish to display at the scheduled time.

Message (AN) agents are not ready and calls are waiting to be answered! ▼

(AN) agents are not ready and calls are waiting to be answered!
 There are only (AA) agents available to take calls. Please login!
 Please don't forget to logout when you finish your shift! Thankyou.

5. Once all of the settings are complete click **Submit**.
6. The schedule has now been configured.



The screenshot shows the 'Assigned Schedules' configuration page in the ipView SoftBoard. The page has a navigation bar at the top with links: Main, Logout, Help, and Admin. On the left is a sidebar menu with the following items: Real Time, Agent Alarms, Wallboard Setup (which is expanded to show Wallboard Assignment, Messages, Alarms, Schedules, and Instant Messages), Time Bins Setup, and Reports and Schedules. The main content area is titled 'Assigned Schedules' in red. Below the title, it says 'Your wallboard schedules appear below.' There is a table with the following data:

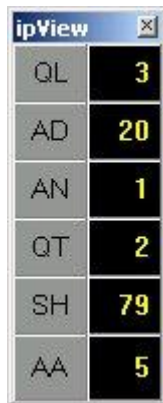
Skillset	Day	Time		
System	Daily	05:58	Edit	Delete

Below the table is an 'Add' button.

7. Start the **ipView SoftBoard** by double-click on the **ipView** icon on the PC desktop.



8. The **ipView** window will appear. The first time you start **ipView SoftBoard** it will open in its default view, which is the Short View.

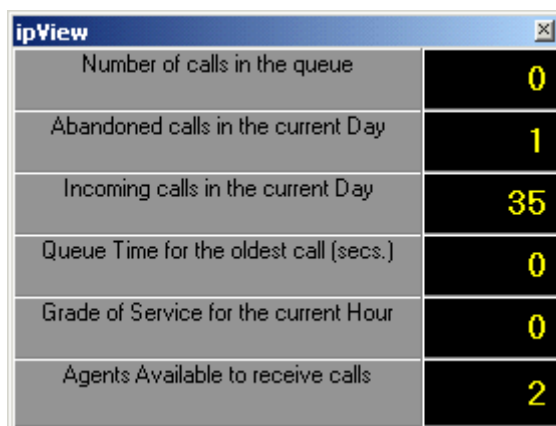


ipView	
QL	3
AD	20
AN	1
QT	2
SH	79
AA	5

Note: When **ipView SoftBoard** is first opened it may be necessary to populate the fields on the soft wallboard, for example making an Agent Not Ready to reflect activity in the Contact Center. The wallboard should then display data.

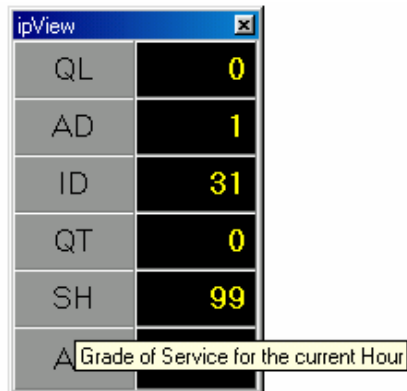
If the IP address of your copy of **ipView SoftBoard** has been configured in the Wallboards Setup of Reporting for Contact Center Configuration, and Reporting for Contact Center application is operational, presently **ipView SoftBoard** will start to display information.

The information it receives will depend on what has been configured by the user of the Reporting for Contact Center application. A typical **ipView SoftBoard** display in the alternative Long view is shown below.



ipView	
Number of calls in the queue	0
Abandoned calls in the current Day	1
Incoming calls in the current Day	35
Queue Time for the oldest call (secs.)	0
Grade of Service for the current Hour	0
Agents Available to receive calls	2

To better understand what the abbreviations represent, point to one of the abbreviations – using your mouse pointer - and you will see a ‘tip’.



QL	0
AD	1
ID	31
QT	0
SH	99
A	Grade of Service for the current Hour

If the user of the Reporting for Contact Center has set a threshold for any of the parameters, which are being displayed on your copy of **ipView SoftBoard** and one of those parameters, exceeds that threshold; the parameter value will be displayed in blinking red.

The Parameter is said to be ‘in the alarm state’. If the user has configured it, there may be an associated audible alert.



QL	3
AD	21
AN	4
QT	14
SH	77
AA	2

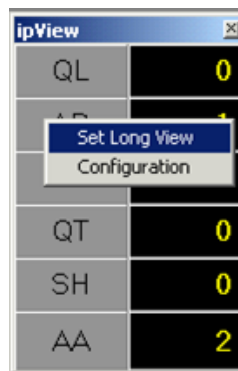
Display Options

The *ipView* SoftBoard can be viewed in a variety of displays.

Long View

You can set *ipView* to operate in Long **View**. In Long **View** the two-letter abbreviations for the parameters are replaced by longer descriptions.

To select Long **View**, right-click in the *ipView* window and a small menu will appear.

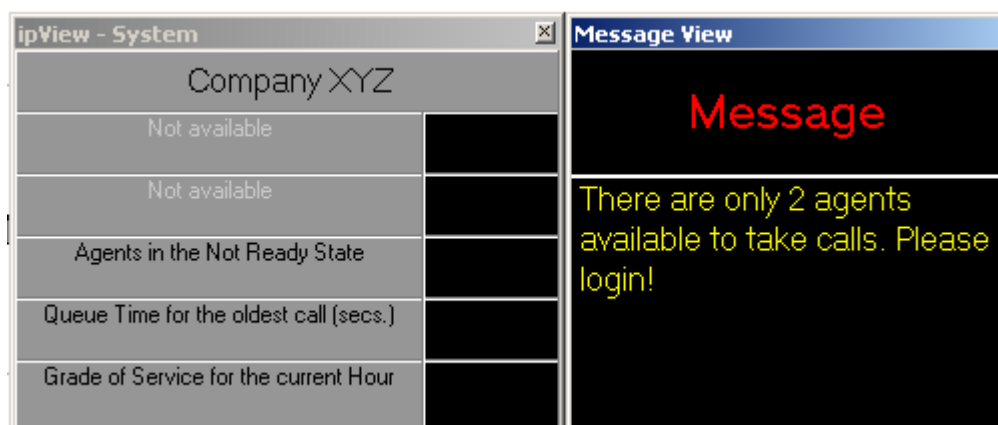


The first option is Set Long **View**. Selecting this will cause *ipView* to adjust its view to the Long View.

ipView - System	
Number of calls in the queue	0
Number of Agents Logged in	3
Incoming calls in the current Day	3
Queue Time for the oldest call (secs.)	0
Agents Available to receive calls	3
Abandoned calls in the current Day	1

Message View

If Reporting for Contact Center sends a message to the **ipView SoftBoard** it is displayed in the Message View window. (Message View windows will appear whether **ipView** is currently in Short View or Long View.)



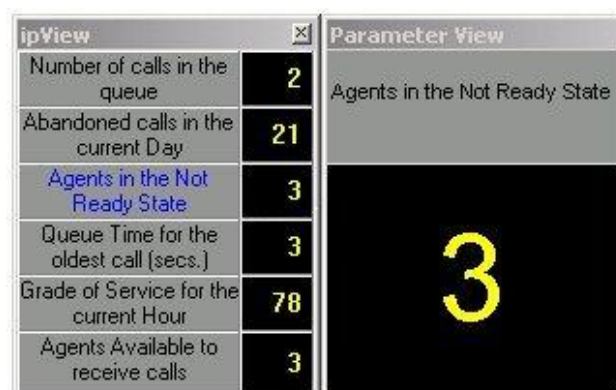
Messages may be sent from the Reporting for Contact Center if:

- A parameter goes into the alarm state and has a message associated with it.
- A scheduled message has been set to go at a certain time and that time has been reached.
- A user in Reporting for Contact Center decides to send an instant message.

All of these messages will be displayed in a Message View window. The Message View window will be automatically removed when the message has been displayed for a short period.

Parameter View

1. Click with the left mouse button on one of the **parameter values** (that is, on the digits not the abbreviation or description) the Parameter View window will be activated.



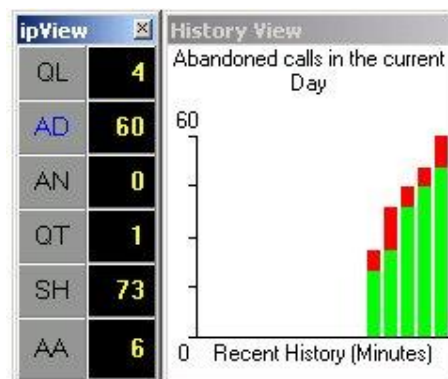
Note: The **Parameter View** window may open with a blank display. When the value of the parameter updates, the display will show the data.

2. To close the **Parameter View** window, click once more on the selected parameter value.

Note: You do not have to close the Parameter View to change the displayed parameter. With the Parameter View displayed, to display a different parameter within the Parameter View window click with the left mouse button on the new parameter value.

History View

1. Click with the left mouse button on one of the **parameter abbreviations** or descriptions the History View window will be activated.



2. To close the History View window, click once more on the selected parameter abbreviation or description.

History View will display a histogram representing the chosen parameter showing a column representing the minimum and maximum values for each minute, for up to 15 minutes.

This allows the Agent to see the current trend for a selected parameter.

Note: You do not have to close the History View to change the displayed parameter trend. With the History View displayed, to display a different parameter trend within the History View window click with the left mouse button on the new parameter abbreviation or description.

Summary View

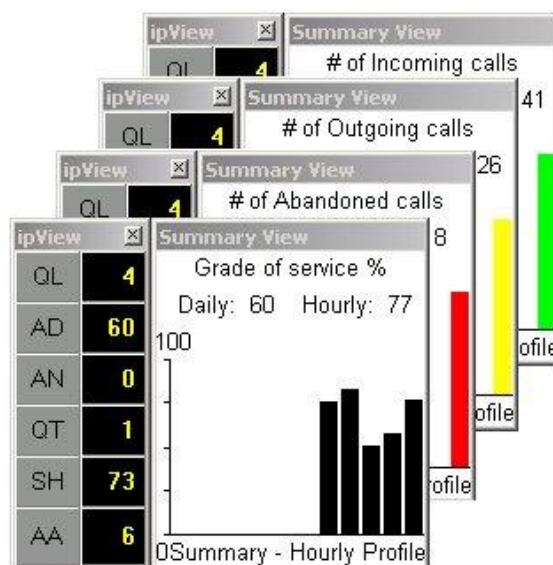
When the Reporting for Contact Center application sends a summary to the wallboards, it sends the daily and hourly totals for the following parameters:

- Incoming Calls
- Outgoing Calls
- Abandoned Calls
- Grade of Service

When a summary is received by **ipView**, it stores the hourly values so that when subsequent summaries are displayed by **ipView** it can show a series of four graphs showing the trend of the daily values of each of these parameters in turn.

The diagram below shows a montage of the various graphs that are displayed. (Only one graph is displayed at a time. After a short duration the displayed graph is replaced by the next one.)

The Summary View window will display itself whenever a summary is received from the Reporting for Contact Center application, whether **ipView SoftBoard** is in Long View or Short View.



Montage of Summary Graphs with **ipView** in Short View.

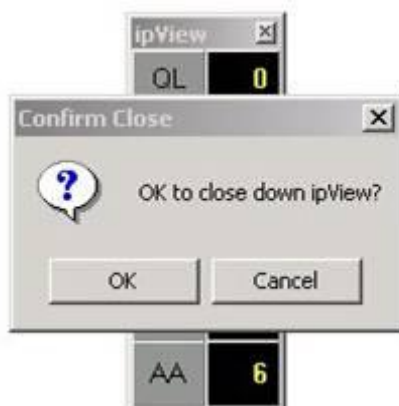
There is no need to manually close the Summary View. Once the final graph has been displayed for a short period the Summary View will be closed automatically.

Shutting Down ipView

1. To shut down *ipView*, left-click with the mouse on the button top-right in the *ipView* window.



2. You will be presented with a small dialog box asking you to confirm that you wish to close down your copy of *ipView*, as shown.



3. Click on **OK** to close *ipView*, or click on **Cancel** to leave *ipView* running.

Tooltray Icon

When *ipView* is running, a small *ipView* icon is placed in the Tooltray at the bottom right hand corner of the PC desktop.



Right-clicking with the mouse on the *ipView* Tooltray icon will cause the menu to appear.



Re-play Summary

Selecting this option causes the Re-play Summary sub-menu to appear.



These options allow you to re-play the most recently received summary. You can choose to view All of the graphs again, or just select to re-play a single graph of interest, either: Incoming, Outgoing and Abandoned or Grade of Service.

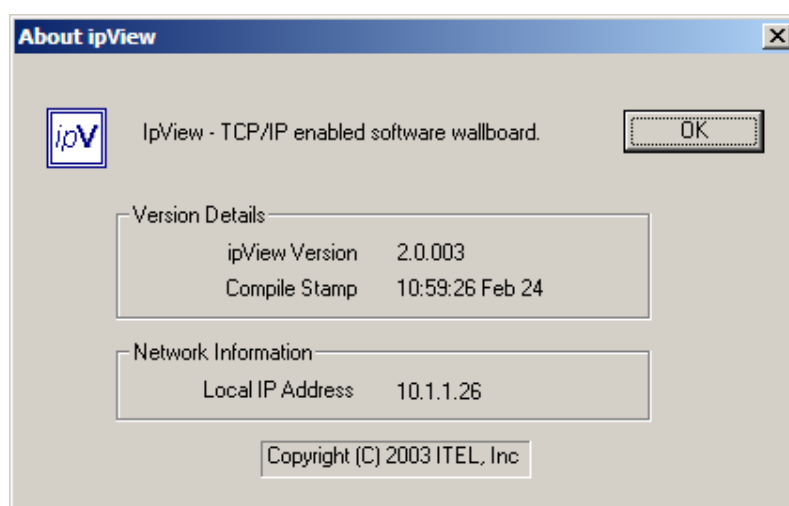
Note: If the *ipView* SoftBoard was not active at the time of the last Summary, it will show no data.

Configuration

Selecting this option allows you to have access to the *ipView* Configuration Property Pages. Refer to the **Configuring ipView** section for these options.

About ipView

Selecting this option causes the dialog shown to appear. The details of your version of *ipView* may differ slightly than those shown here.



ipView About Box

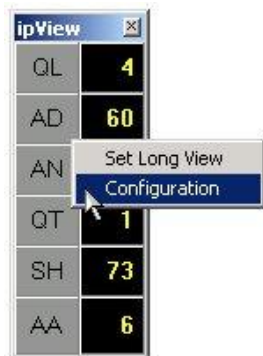
Note: In order for the Reporting for Contact Center user to configure your copy of *ipView* within Reporting for Contact Center, they will need to know the IP Address of your PC. The *ipView* About box provides a simple and quick way of discovering your IP Address.

Close ipView

Selecting this option starts the shut-down process, in exactly the same fashion as if the button top-right on the **ipView** window had been clicked.

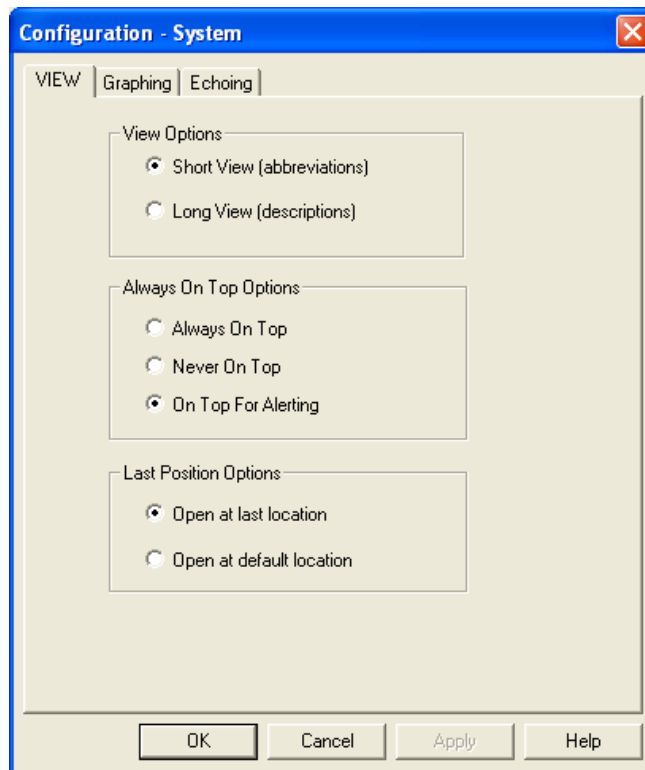
Configuring ipView

To access the Configuration Property Pages, right-click in the **ipView** window and a small menu will appear.



The second option is Configuration. The **ipView SoftBoard** Configuration Property Pages appear. There are three tabs within the **ipView SoftBoard** Configuration Property Pages. The options which can be selected and set are grouped together under these headings:

- View: The View Tab groups together options which relate to the ipView appearance and position on the PC desktop.
- Graphing: The Graphing Tab groups together options which relate to the ipView graphs and sounds.
- Echoing: The Echoing Tab groups together the options that control the echoing of the received data to other wallboards.



View Tab

View Options

ipView SoftBoard can be viewed either in Short View or Long View.

In Short View abbreviations are used to display the parameter identity and in Long View more complete text descriptions are used to display the parameter identity.

Most users start by using Long View for a few days until they get to know which parameters are being sent to them. Then they change to Short View, as this takes up less screen area.

You can choose which view you prefer *ipView* SoftBoard to start up in each time *ipView* SoftBoard is launched.

- a) To have *ipView* SoftBoard start up in the Short View, click the **Short View** option radio button.
- b) To have *ipView* SoftBoard start up in the Long View, click the **Long View** option radio button.

Always On Top Options

When you have several programs running on your desktop their windows will overlap so that only a portion of some windows will be visible, because other windows are 'in front' or 'on top' of them.

Some smaller programs may be completely obscured by other larger windows.

The way in which **ipView SoftBoard** positions itself with respect to the windows of other programs can be specified. The options are:

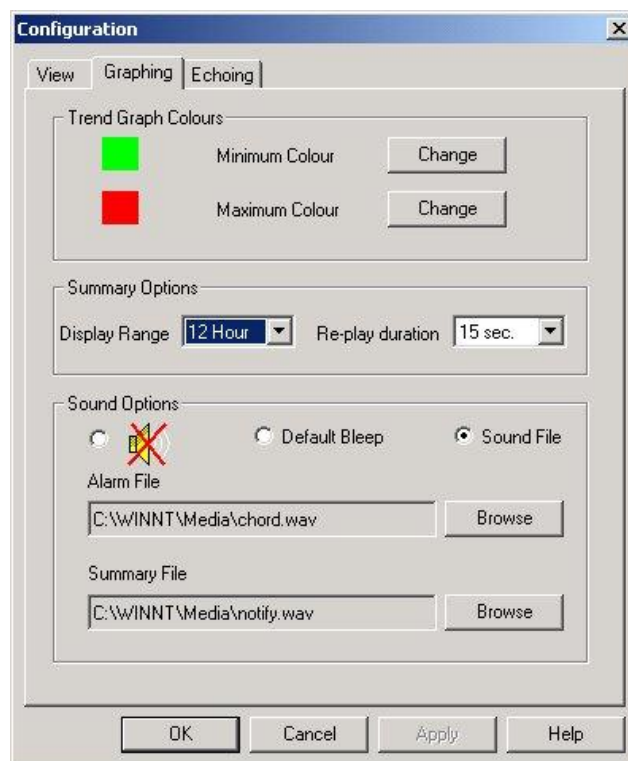
- a) **Always On Top.** The **ipView SoftBoard** window is always visible; it stays 'in front' of all other application windows, even when the other applications are the currently active window. This allows you to be using a full-screen application and still see the **ipView SoftBoard** window.
- b) **Never On Top.** The **ipView SoftBoard** window is only visible when there are no other applications or windows opened 'on top' or 'in front' of it.
- c) **On Top For Alerting.** This option behaves like the Never On Top option, except that if **ipView SoftBoard** receives either a text message or a summary, or a parameter goes into the Alarm state, the **ipView SoftBoard** window will move to the front so that you can see it. Using any of the windows of the other applications causes them to move in front of the **ipView SoftBoard** window once again.

Last Position Options

ipView SoftBoard can be configured to start up at either its default location (top-right on the desktop) or the screen position at which **ipView SoftBoard** was previously closed down.

- a) To have **ipView SoftBoard** start up at its last screen location, click the **Open** at last location option radio button.
- b) To have **ipView SoftBoard** start up in the default location, click the **Open** at default location option radio button.

Graphing Tab



Trend Graph Colours

The colours used in the History View trend graph for the Maximum and Minimum portions of the histograms can be defined. The colours currently being used are displayed.

- To specify the colour used for the Minimum portion of the trend graph columns, click on the **Change** button beside the **Minimum Colour** option.
- To specify the colour used for the Maximum portion of the trend graph columns, click on the **Change** button beside the **Maximum Colour** option.

Summary Options

- Display Range.** Summaries can be configured to show the previous 12 hours or the previous 24 hours. Select either **12 Hour** or **24 Hour** from the **Display Range** drop-list.
- Re-play Duration.** The most recent summary can be replayed by right clicking on the **ipView SoftBoard** icon in the Tooltray, and selecting the **Re-play Summary** option.

When you select to Replay All, the Incoming Summary, Outgoing, Abandoned and Grade of Service summaries are displayed in turn.

You can specify the period each of these summaries is displayed for, by selecting 10 sec, 15 sec, 20 sec, 25 sec or 30 sec from the Re-play Duration drop-list.

Sound Options

When a parameter enters an alarm state, or a Summary is received (or replayed) **ipView SoftBoard** will provide an audible alert.

Note: It is dependant on the user setup specifying in the Configuration of Reporting Contact Center that your **ipView SoftBoard** should receive audible alerts.

The audible alert can be configured to be a simple default bleep or a sound file (.WAV) can be specified. Different (or the same) sound files can be played for Alarm alerts and Summary alerts.

To specify whether to play the default bleep or a sound file click on either the **Default Bleep** option radio button or the **Sound File** option radio button.

The audible alert can also be turned off. To turn off the audible alert, click the radio button beside the 'crossed speaker' icon.

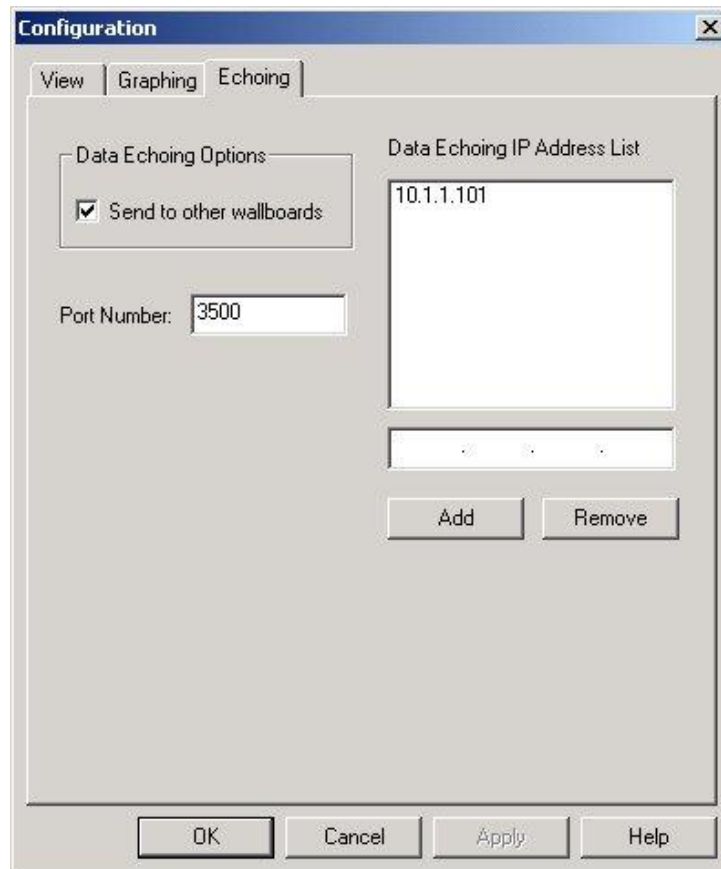


If you select the Sound File option, the Alarm File and Summary File Browse buttons become active. They become inactive if the Default Bleep option is selected.

When the Sound File option is selected the Browse buttons can be used to browse your hard disk to select a sound file (.WAV) that you wish to use as the Alarm or Summary audible alert.

Echoing Tab

The Echoing Tab is shown below.



Data Echoing Options

The **ipView SoftBoard** running on one computer can be configured to send any information it receives to other copies of **ipView SoftBoard** running on other computers, or to **ipView SoftBoard** physical (hardware) wallboards. This is called 'echoing'.

There is no limit to the number of copies of **ipView SoftBoard** (or **ipView physical WallBoards**) that can be echoed to.

To configure **ipView SoftBoard** to echo to other wallboards, click the **Send to other wallboards** option checkbox, to place a tick in the checkbox. (When this option is checked, the Data Echoing IP Address List and its Add and Remove buttons become active.)

Port Number

You will not normally need to change this value.

This is the Port number on which the **ipView SoftBoard** software will listen for incoming data, and which it uses to echo to other wallboards. It may require changing if you wish to address wallboards that are on the other side of a firewall, and your network administrators have decided on a particular range of Port numbers which software must use in order to communicate through the firewall.

It is generally good practice to keep the same port number to echo data as you have set to receive data. This means that the port number that is already entered in this field can usually be left as is.

If your network administrator advises you to change your Port number to a new value, overtype the old value and click the Apply button.

Note: You must close down and restart **ipView SoftBoard** before the new setting will take place.

Data Echoing IP Address List

This is used to hold the list of IP addresses that you want **ipView SoftBoard** to echo to.

- a) To add a new entry to the list, type it into the dotted edit field above the **Add** and **Remove** buttons, and then click the **Add** button.
- b) To remove an entry from the list, highlight it in the list and then click the **Remove** button.

Note: If you want to turn echoing off, you do not need to remove all of the entries from the list. All you have to do is to un-check the Send to other wallboards checkbox.

Avaya Documentation Links

- *IPView SoftBoard Set Up and Operation* guide
- *Reporting for Contact Center Setup and Operations* guide
- *Reporting for Contact Center Troubleshooting and Maintenance* guide